



GENERAL CLEANLINESS & HYGIENE

It's important that guests can visit The Empress Hotel safely, so we've been busy adapting new processes to keep you and our colleagues safe. Every precaution will be taken to look after and protect our customers and colleagues, in particular, **social distancing will be maintained** in customer and colleague areas across the Hotel, and there will be regular and enhanced cleaning procedures in public areas and guest bedrooms, as well as stringent hygiene protocols with all necessary sanitising products.

This includes:

Check In/Out Procedure

- Plastic screen guards at the reception desk
- Sanitised Guest Room key cards will be provided in sealed envelopes with no registration paperwork required
- Accommodation prepayment may be taken in advance of arrival
- Porterage and storage of luggage may be available using disposable gloves with reduced contact
- On checkout invoices may be emailed rather than printed.

Guest Room Procedures

- Door handles, light switches, electrical sockets and high contact points to have increased sanitisation
- Removal of Guest Directory, notepad and pen and promotional literature from rooms
- Hospitality tray changes to more single use items and fully sanitised after each departure
- Rooms fully aired between guest departures and anti-bacterial cleaning products used on all hard surfaces

Dining and Bar Service

- Tables and seating spaced at least 2m apart from other diners
- Temporary bar and restaurant menu available initially using single use paper
- Table service offered for drinks and food choices in the Piano Bar to limit contact
- Contactless payment available
- Breakfast service and menu selections amended in line with social distancing with reduced contact

General Cleanliness and Hygiene

- Hotel staff to wear protective uniform which may include face covering and gloves in some areas
- Anti-bacterial gel dispensers located throughout the hotel for guest and colleague use
- Increased public area sanitisation of high usage areas including handrails, toilets and lifts
- Signage where necessary to remind guests of social distancing measures and cleaning schedules

