



## **COVID-19 Related Hygiene : General FAQs for staying at Sea Containers London**

### **WERE PRACTICES AT THE HOTEL DEVELOPED BASED ON HEALTH SERVICE RECOMMENDATIONS FROM PUBLIC GOVERNMENTAL ENTITIES OR PRIVATE ORGANISATIONS?**

Yes. Sea Containers London and One Hundred Shoreditch have an established health and safety programme, partnering with an independent third party, Clifton Health Care. This adheres to guidelines in ISO31000 for Risk Management; ISO22000 for Food Health and Safety and ISO 45000 for Occupational Health and Safety. We have annual audits. Our Covid-19 Risk Assessment and hygiene protocols to accommodate this are available on our website.

### **IS THERE A DOCUMENTED PROCESS AVAILABLE ON WHAT TO DO IF A GUEST OR TEAM MEMBER REPORTS FEELING UNWELL OR DISPLAYS C-19 SYMPTOMS?**

Yes. This is available in our in-room directory which is available on our in-room TV and property app. Guests are also able to contact our guest services team who are trained and informed on all relevant C-19 guidelines and recommendations.

### **ARE ALL TEAM MEMBERS INFORMED AND TRAINED ON THE PROCESSES REGARDING GUESTS/ TEAM MEMBERS FEELING UNWELL?**

Yes. All team members complete a C-19 related hygiene training within their induction program. We additionally have dedicated operating procedures in place to support team members and regular guidance imparted by our Human Resources Management team.

### **IS INFORMATION AVAILABLE TO ALL HOTEL TEAM MEMBERS ON HOW TO RECEIVE MEDICAL ADVICE/GUIDANCE RELATED TO C-19?**

Yes.

### **DO YOU HAVE SIGNAGE REMINDING TEAM MEMBERS AND GUESTS OF PROPER HEALTH AND SAFETY PROCEDURES (WEARING A MASK; WASHING HANDS, WEARING GLOVES, SOCIAL DISTANCING, ETC?)**

Yes, this is displayed in relevant working areas only.

### **IF YES, IN WHAT LANGUAGES IS THE SIGNAGE COMMUNICATED?**

English

### **ARE ALL TEAM MEMBERS TRAINED ON C-19 SAFETY AND FACILITY PROTOCOLS?**

Yes. Procedures and training are available on online platforms and within all departmental risk assessments which team members are required to complete and sign off.

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**ARE THE TEAM MEMBERS REGULARLY UPDATED ON ALL LATEST DEVELOPMENT AND DECISIONS TAKEN BY MANAGEMENT RELATING TO THE PANDEMIC?**

Yes. Information is shared to the entire team by our Human Resources department and additionally through hotel management in daily briefings.

**ARE MASKS AND DISPOSABLE GLOVES PROVIDED ON REQUEST OR PURSUANT TO LOCAL AUTHORITY/PUBLIC HEALTH REQUIREMENTS?**

Yes. Our teams keep disposable masks and gloves at various guest journey points in case this is required.

**ARE THEIR DESIGNATED WASTE BINS TO COLLECT HAZARDOUS MATERIAL (I.E. DISCARDED MASKS) AVAILABLE THROUGHOUT THE HOTEL?**

Yes. All of our front of house and back of house areas have specific pedal and lid bins.

**ARE HAND SANITISING STATIONS INSTALLED AND EASILY ACCESSIBLE BY TEAM MEMBERS AND GUESTS AT HOTEL ENTRANCES AS WELL AS THE RECEPTION AREA?**

Yes. We continue to have sanitising stations at easily accessible points for our guests and team.

**DOES THE HOTEL CLEAN AND SANITISE PUBLIC AREAS AND PUBLICLY ACCESSIBLE FACILITIES (I.E. MEETING ROOMS, RESTAURANTS, ELEVATOR BANKS ETC.)**

Yes. We have regular cleaning protocols of all our public spaces that are compliant with our Covid-19 risk assessment and relevant to the specific areas of the property.

**WILL YOU BE IMPOSING ANY ADDITIONAL FEES FOR CLEANING SERVICES?**

No, as guest centric properties, the highest standards of hygiene have always been in place and are a standard expectation for our guests.

**DOES THE HOTEL ADMINISTER TEMPERATURE MEASURING FOR TEAM MEMBERS AND GUESTS PURSUANT TO REQUIREMENTS OF LOCAL PUBLIC HEALTH AUTHORITIES?**

Yes. We have thermal body scanners at our employee entrances. If guests wish to take their temperature, we have health and safety kits in our guest services department.

**IS THERE A DOCUMENTED PROCESS THAT OUTLINES WHAT TO DO IF THERE IS A POSITIVE RESULT OF ANY SYMPTOMS ASSOCIATED WITH C-19?**

Yes. If a guest tests positive and wishes to isolate, we have procedures in place to fully support them and our team members.

**DOES THE HOTEL HAVE AN ISOLATED AREA TO ASSIST WITH THE QUARANTINE OF A GUEST IF THEY BECOME ILL DURING THEIR STAY?**

Yes. We have room quarantine procedures for our guests in place if required.





**ARE THERE HYGIENE GUARDS OR SOME OTHER PROTECTIVE SCREEN(S) INSTALLED AT FRONT DESK TERMINALS?**

Yes. We continue to have glass barriers at our front desk and host points at Sea Containers London. We do not have this in place at One Hundred Shoreditch.

**DO YOU REQUIRE GUESTS TO COMPLETE A HEALTH DECLARATION FORM AT CHECK-IN?**

Yes. This is included in our registration card for any guest checking into the property.

**IS CONTACTLESS CHECK IN AVAILABLE AT THE PROPERTY?**

Yes. This is available through our hotel app. Payments and ID, however, must still be done at our front desk to ensure we are legally compliant and following through on our duty of care to all guests and team members.

**ARE CONTACTLESS PAYMENT PROCEDURES IN PLACE AT THE PROPERTY?**

Yes, our payment machines are set up to take contactless payments, however, your own bank might limit the amount you are able to pay with this feature, and chip and pin could potentially be required.

**ARE SINGLE USE DISINFECTION WIPES AVAILABLE AT CHECK-IN TERMINALS?**

No, we no longer have this feature as it is unsustainable and hazardous to the environment. We do, however have sanitisation sprays that are used on any guest use hardware.

**DOES THE HOTEL SANITISE OR DISPOSE OF KEY CARDS AFTER EACH USE?**

Yes, we additionally have a digital key feature in our hotel app.

**WHAT IS THE AMOUNT OF TIME (IN HOURS) THAT YOU MANDATE A ROOM BE EMPTY AFTER A TRAVELLER DEPARTS A ROOM BEFORE THAT ROOM CAN BE OCCUPIED BY ANOTHER TRAVELLER?**

This is 2 hours, to ensure any and all rooms are cleaned and inspected to the required standard.

**DO YOU ENSURE THAT ROOMS ARE NOT ACCESSIBLE UNTIL THE TRAVELLER ARRIVES ONCE THEY HAVE BEEN CLEANED BY TEAM MEMBERS?**

Yes. When all services required for a guest are complete, the room is signed off in our system as inspected.

**ARE THE ROOMS DISINFECTED WITH HOSPITAL GRADE DISINFECTANT BEFORE THE NEXT GUEST ARRIVES?**

Yes. We continue to have a medical disinfection step in all our room cleaning procedures. The team use Innoscience Virucidal (Coronavirus certified) for this purpose.

**ARE SPECIFIC CLEANING/DISINFECTION ROUTINES IN PLACE FOR PILLOWS, DUVETS AND THEIR COVERS, HEADBOARD, BATHROBE ETC?**

Yes. Rooms go through a deep cleaning maintenance schedule that includes ozone and steam treatment.





**ARE TV REMOTES SPECIFICALLY DISINFECTED AS PART OF THE CLEANING ROUTINE?**

Yes. The team use Innuscience Virucidal (Coronavirus certified) for this purpose.

**ARE SINGLE USE DISINFECTANT WIPES OR HAND SANITISING LOCATION IN EACH ROOM FOR TRAVELLER'S USE?**

Yes. We have soap in all our rooms so guests can wash their hands correctly as recommended by government guidelines as the most effective means of personal hygiene.

**WILL YOU REMOVE ITEMS SUCH AS DECORATIVE PILLOWS, PAPER NOTEPADS, AND PENS UPON REQUEST?**

Yes, we are very happy to be flexible for our guests and will do whatever is possible to make their stay more comfortable and secure.

**ARE ALL MINIBARS LOCKED OR REMOVED FROM ROOMS?**

No, minibars have been reinstalled back in guest rooms and are checked by our housekeeping team when rooms are cleaned and inspected.

**ARE HOTEL TEAM MEMBERS ALLOWED TO ENTER A HOTEL ROOM ONCE A GUEST HAS CHECKED IN?**

Yes. This is subject to guests consent and only if a guest is not in the room when any tasks need to be performed

**DO CLEANING TEAM MEMBERS AND OTHER MEMBERS OF THE TEAM HAVE MASKS, GLOVES, AND OTHER PPE WHEN ENTERING ROOMS?**

All team members are provided with the recommended PPE for work related tasks.

**CAN TRAVELLERS RECEIVE TOWELS AND LINENS IN A CONTACTLESS METHOD IN LIEU OF FOREGOING CLEANING TEAM MEMBERS PERFORMING A TRADITIONAL ROOM CLEANING?**

Yes. All linen and accessories are available on demand for guests and if guests do not wish for their room to be serviced during their stay, we have procedures in place and 'Do not Disturb' signage available for guests to use.

**IS FOOD AND BEVERAGE ROOM SERVICE ABLE TO PROMOTE SOCIAL DISTANCING?**

Yes. If this guest requests this.

**ARE CLEANING/SANITISING PRODUCTS AND HAND SANITISING STATIONS PRESENT IN EVERY MEETING ROOM?**

Yes. Hand Sanitising stations remain throughout the property.

**ARE MEETING ROOMS CONFIGURED TO ALLOW SOCIAL DISTANCING PURSUANT TO LOCAL GUIDELINES AND RECOMMENDATIONS?**

Yes. We can provide this if required.

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**WHAT MEASURES ARE IN PLACE TO ALLOW FOR SOCIAL DISTANCING IN FITNESS CENTRES (E.G. EQUIPMENT CONFIGURATION, STAGGERED USAGE TIMES?)**

All equipment is placed to ensure we follow the required health and safety distances recommended by the government and Clifton Healthcare.

**HAS THE FITNESS ROOM CLEANING ROUTINE BEEN ADJUSTED/INCREASED?**

Yes. The gym is sanitised every 90 minutes by our housekeeping department

**DO YOU PROVIDE SINGLE USE SANITISING WIPES ON EVERY PIECE OF EQUIPMENT?**

No, we no longer have this feature as it is unsustainable and hazardous to the environment. We do, however have sanitisation sprays that are used on any equipment.

**ARE THE FITNESS ROOM, SAUNA, POOL AREA AND OTHER SIMILAR FACILITIES DISINFECTED AND AIRED FREQUENTLY?**

Yes, all areas in the spa are maintained to hospital grade hygiene standards.

**DO ALL SEATING ARRANGEMENTS IN RESTAURANTS AND BARS COMPLY WITH GOVERNMENT DISTANCING MEASURES?**

Yes.

**DOES THE PROPERTY LIMIT NUMBER OF GUESTS IN THE RESTAURANT, BAR OR DINING AREAS DUE TO C-19 OR OTHER PANDEMICS?**

Yes. The property is able to do this for provide events. Currently, we are following the guidelines of the British government and capacity limits are not required

**ARE BUFFETS OR PLATED MEALS SERVED ONLY BY TEAM MEMBERS/ATTENDANTS IN YOUR RESTAURANT?**

No.

**DO YOU OFFER PRE-PACKAGED BREAKFAST ITEMS IN LIEU OF BUFFET OR PLATED MEALS?**

No. We can, however provide this to any concerned parties.

**HAVE YOU REMOVED SHARED USE EQUIPMENT FROM BUFFET AREAS (I.E. MICROWAVES, TOASTERS, ETC.)?**

Yes, the buffet has been set-up to ensure the highest standards of hygiene are maintained.

**ARE HAND SANITISING STATIONS INSTALLED AT ELEVATOR BANKS?**

Yes.

**DO YOU EVER LIMIT THE NUMBER OF PEOPLE THAT CAN RIDE ON ELEVATORS AT YOUR HOTEL?**

Yes. Our lifts have a limited number of people that can be transported at one time.

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**HAS THE PUBLIC BATHROOM CLEANING ROUTINE BEEN ADJUSTED/INCREASED?**

Yes. Our public bathrooms are sanitised every 15 minutes.

**ARE NON-TOUCH OPERATIONS AVAILABLE IN PUBLIC BATHROOMS (E.G., HAND SOAP SANITISERS, MOTION SENSOR FLUSH)?**

No. We do not offer motion sensor facilities within our public bathrooms.

**IS SOAP AND HAND SANITISER PROVIDED IN PUBLIC BATHROOMS?**

Yes. Both of these items are provided within our public bathrooms.

