



General FAQs for staying at Sea Containers London

Health and Safety

GENERAL HYGIENE AND SOCIAL DISTANCING STATEMENT

Thank you for your enquiry. Sea Containers London has evolved our guest experience with a full implementation of enhanced health and safety measures ensuring all of our guests and team are cared for. These are within the guidance provided by WHO and the British Government and we have additionally received and successfully passed a rigorous full property audit and risk assessment with our Health and Safety provider, Clifton Healthcare. Further details are available on our website in detail, please [click here](#).

WILL THE PROPERTY BE RISK ASSESSED?

Yes. By law all businesses need to be risk assessed to ensure they pass all safety requirements for both guests and staff in order to be open. We have undergone a rigorous assessment by Clifton Healthcare, our Health and Safety provider, and our final risk assessment is available for viewing on the We Care page of our website. As the situation evolves this document will be updated to always be fully aligned with the current guidelines.

ARE YOUR TEAM BEING TRAINED AND HOW ARE YOU LOOKING AFTER YOUR TEAM?

- We have worked closely with our Health and Safety provider (Clifton Healthcare) to ensure we take the necessary measures to adapt the operation to the needs of our guests and staff
- All of these measures have been risk assessed and we have additionally received a full audit of this. This has been completed before our teams and guests are welcomed back onto our property.
- Our team on property have completed modules and passed tests on our training platform FLOW.
- Training includes changes to the way we work, changes to the way we look after our guests and government approved hygiene and reporting training. Our team will also receive additional emergency procedure and brand training refreshers. Individual departments provide in-depth inductions as employees continue to return to work and prior to the re-opening of the property
- Our team will be provided with the necessary PPE to carry out their work safely and general health screenings will become a part of the daily routine for all concerned

HOW ARE YOU ENSURING GUESTS AND YOUR TEAM ON PROPERTY ARE FIT TO BE THERE?

We are following the guidance provided by WHO, The British Government and of our health and safety providers to ensure general health checks are performed daily. These will be carried out diligently and with full consideration to all concerned. Thermometers will be available for any guest requiring a health check and fully stocked medical kits will be available at key points throughout the property.

DO YOU NEED TO WEAR MASK ON PROPERTY?

Considering the increased risks this winter we encourage all guests to wear masks from Tuesday 30 November 2021 in accordance with government guidelines. Our team will also continue to wear masks and communicate behind glass barriers as part of our efforts to keep everyone safe.

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WILL I NEED TO SELF-ISOLATE WHEN I ARRIVE?

If you are an international traveller arriving in England after 4am on Tuesday 30 November, you will need to do the following:

- Take a PCR test at the earliest convenience after arrival (lateral flow tests will not be accepted)
- You can leave self-isolation if your PCR test result is negative (there is no minimum time frame on this).

This is applicable to those who are double-vaccinated and had boosters, there is currently no exemption available. Sea Containers London has procedures in place to support guests who require self-isolation..

DOES THE HOTEL PROVIDE HAND SANITISERS?

Hand sanitisers are provided for guests in all public spaces and on all lift landings. Guests are also encouraged to wash their hands in line with government guidelines with this being the most effective method of hand hygiene. All guest rooms include bathroom amenities including a personal soap bar that can be taken with you.

IS THERE AN APP WITH ALL THE HOTEL INFORMATION ON IT?

Yes, we have a new hotel app that can be downloaded on the Google Play Store and on the Apple App Store. It has all the information you should need whilst on and off property from press reader, to booking a table and viewing menus. If, however you need any more information, please feel free to email us at guest.services@seacontainerslondon.com.

Guest Experience

WILL YOU BE TAKING CASH AND WILL CONTACTLESS PAYMENTS BE POSSIBLE?

Sea Containers London became a cashless operation in August 2020. We have enabled card machines for unlimited contactless payments, which additionally includes methods such as Google and Apple pay. Please do however speak to your bank as they may impose a restriction on your own account. If you are required to pay by Chip and Pin method using the payment machine, this will be disinfected prior and post your use of this hardware.

HOW CAN I CHECK-IN/OUT WITH AS LITTLE INTERACTION AS POSSIBLE?

All guests will receive an email 24 hours prior to arrival allowing them to check-in from your phone. This feature will also be available so you can check-out without coming to the main desk. On arrival you will be able to make a contactless payment (subject to your bank) or using the chip and pin payment method with our payment machines if this is not possible. Any special messages for you will also now come through to you on your phone so that we ensure you are fully informed/updated with special requests at all times. Your room will then be allocated and you will be able to use a digital key from our Hotel App or be provided with a disposable room key. Our Hotel App or provided QR codes lead to a full property directory, menus and health and safety guidelines ensuring you have the best possible experience with us. Our incredible team is also just a phone call away and present onsite should you wish to speak with us personally.

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IF I DO HAVE TO INTERACT WITH THE MAIN RECEPTION/HOST POINTS HOW IS THIS BEING MANAGED SAFELY?

We will have glass barrier screens available at the main and concierge desks and at all venue host points. At our Front Desk in the Lobby we have arranged for our iPads and payment machines to be positioned in front of the counter, this means our team can support you whilst maintaining their distance. This is fully sanitised after each use and our team are additionally following all social distancing and hygiene guidelines whilst wearing masks. We will additionally only have 2 of our check-in stations open, with signage and floor markings, to provide you with the best possible experience.

I WOULD LIKE TO LEAVE MY LUGGAGE IN THE BELL CLOSET, IS THIS POSSIBLE?

We are able to store luggage in our Bell Closet.

WHAT OPTIONS DO YOU HAVE FOR REACHING MY/OUR ROOMS?

We have 3 lifts in the lobby that can take you to your bedroom floor, by using your room key. We will additionally have two staircases open (with signage) if guests wish to use these instead.

WILL IT BE POSSIBLE TO ESCORT ME TO MY ROOM?

Room escorting and luggage handling will only in necessary circumstances and not be offered. Luggage will additionally only be managed on a bell trolley by our team and sprayed with a certified viral disinfectant if there is a requirement for it to be handled. Bell Trolleys are disinfected after each use.

I AM DISABLED AND NEED ASSISTANCE AND TO USE THE RAILS/HANDLES PROVIDED, HOW ARE THESE BEING CLEANED?

Sea Containers London is certified by Blue Badge and Access Able and the full property has enabled features. The team are at hand to assist guests at all time, all our staff will be wearing approved face masks and gloves where applicable and will be following the strictest hygiene procedures. All rails/handles in public spaces are being cleaned every 30 minutes.

HOW WILL MY ROOM BE CLEANED DURING MY STAY?

Your Room will still be serviced during your stay, however this will be a limited refreshment and only done when the room is unoccupied. Guests will be able to use the hotel app and also have direct access to the Housekeeping team to advise when this will be suitable.

HOW ARE YOU ENSURING ROOMS ARE PROPERLY DISINFECTED?

Rooms are deep cleaned between guests and then all surfaces are receiving additional disinfection as per Government guidelines using certified anti-viral cleaning agents. Guests will also note some changes to the room with all collateral, minibar and small accessories removed. Full changes of linen, accessories and air management will be included and once the room receives its final hygiene check it will be approved in our system and not opened until the next guest arrives. We will have an additional program running alongside this where a selection of rooms is taken out of service every day for steam and ozone treatment.

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WHAT IF I WOULD LIKE TO ORDER MINIBAR, READING MATERIAL OR MORE GROOMING ACCESSORIES FOR MY ROOM?

These will be available on demand via our housekeeping team who will deliver them to your door. This can be done either through our hotel app or through the in-room TV. All our guests will have access to our new Press Reader application which provides publications from several countries and in different languages which can be accessed from the convenience of your phone or laptop through our Wi-Fi.

Food and Beverage

FOOD AND BEVERAGE SERVICE QUESTIONS

SEA CONTAINERS RESTAURANT OPENING HOURS

Breakfast:

Our buffet breakfast is back and available daily. Should you wish to have an a la carte breakfast, this is also available in the restaurant for weekdays only.

Breakfast

Monday - Friday: 7am - 10.30am (last seating 10.15am)

Saturday, Sunday & Bank Holidays: 7am - 11am (last seating 10.45am)

Lunch & Dinner

Wednesday - Friday: 12pm – 4pm / 5.30pm – 11pm (last order 10pm)

Saturday: 12pm – 4pm / 5.30pm - 11pm (last order 10pm)

Sunday & Bank Holidays: 12pm – 5.30pm (last order 4pm)

**Please note the terrace is not bookable, tables will be allocated on first come first serve basis.

Bottomless brunch is 1.5hours only, Saturday and Sundays only.

HOW WILL BREAKFAST BE SERVICED?

- Guests have the option of a buffet breakfast in the restaurant, a la carte in the restaurant (weekdays only) or an in-room breakfast.
- On arrival, if a queue has formed, guests will need to adhere to respectful social distancing measures.
- On weekends, we tend to get pretty busy around 09.30-10.30, so if you're an early riser why not pop down and see us sooner?
- Our breakfast buffet is slightly different to pre-pandemic days and so there will be two stations for you to choose from with guests helping themselves along the designated route. There will be hand sanitiser stations placed on several points throughout the journey for you to use.
- We highly recommend all guests to wear a mask when helping themselves to the buffet option, and ask that our guests maintain a respectful space with other guests.
- Any cutlery and other utensils needed shall be replaced and/or sanitised every 30 mins.

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- All drinks shall be served at the table by the team.

WILL ROOM SERVICE BE AVAILABLE FOR LUNCH AND DINNER?

Yes, we have created a beautiful menu which will be available from Sea Containers Restaurant. This will be available to order through your in-room TV and our property app for convenience, but as per usual guests can contact our Guest services team who will be delighted to provide assistance.

IN ROOM DINING TIMINGS

- Breakfast 7am until 11am
- All Day Menu: 12pm until 11pm (last orders 10.45pm)

LYANESS OPENING HOURS

Wednesday - Thursday: 5pm – 12am (last order 11pm)

Friday: 3pm - 12am (last order 11pm)

Saturday: 12pm – 12am (last order 11pm)

Sunday: 12pm – 11pm (last order 10pm)

Spirited Afternoon Tea

Saturday & Sunday: 12pm - 5pm (last booking 3.30pm)

Please note that we operate an over 18s policy from 5pm. The space gets busy, so we recommend booking in advance, but we will try to fit walk-ins where possible
Afternoon tea must be pre-booked.

12TH KNOT OPENING HOURS

Tuesday - Saturday: 5pm - 1am (last order: 00.30am)

On 27 August we are hosting Just Ditch where the bar shall be opening at 3pm.

**Please note the terrace is not bookable, tables will be allocated on first come first serve basis.

Our dress code is smart/casual – so sportswear or flip-flops are a no no.

We also have an over 21 age policy and proof of identity may be requested.

The space gets busy, especially on Friday and Saturday, so we recommend booking in advance, but we will try to fit walk-ins where possible.

Neighbourhood

WHAT NATURAL, OPEN SPACES DO YOU HAVE CLOSE BY TO THE BUILDING?

Sea Containers London is directly on the River Thames river walk which provides access to the full South Bank on a large open pathway.

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