



## Food & Beverage policy

We are excited to welcome you, and our team, back to Sea Containers Restaurant and Lyaness. While we have always taken pride in our exemplary health and safety standards, we want to assure you that we have taken further measures to ensure the safety of all our friends and family.

Whilst carefully adhering to Government guidelines, we further these procedures by taking into consideration the international experience in the fight against COVID-19. As we reopen we recognise that we are entrusted with the protection of our community – we aspire to give our team, suppliers and supporters the confidence to socialise again.

Preventative guidelines are an evolving process as new information comes to light. We will continue to review and implement the most current procedures to ensure we eliminate any uncertainty when dining with us. While the guidelines below are not exhaustive we wish to disclose the measures we have undertaken prior to opening our doors again.

### RESPONSIBLE SOCIALISING

- We ask that all guests awaiting test results or with health concerns relating to Covid-19 to please postpone their reservation
- Installing signage reminding both guests and our team of our social responsibilities

### ENHANCED CLEANING

- Hand sanitiser stations are available to the guest in frequently used areas
- Shared service points to be cleaned every 30 minutes
- Disinfectant sprays in operation for both hard and soft furnishings

### BOOKINGS

In accordance with government guidelines booking up to a maximum of 6 guests will be allowed. This should be comprised of guests from 2 different households only. If larger parties would like to come to our restaurant, please note that we can accommodate you, but that the maximum number of guests at 1 table can be 6. All email confirmations will include links to our menus, details of comprehensive measures and health and safety commitments.

[seacontainerslondon.com/we-care](https://seacontainerslondon.com/we-care)





## RESTAURANT TIMINGS

Initially the restaurant will be open for lunch/brunch Wednesday through Sunday. Dinner will be available Wednesday through Saturday.

- Brunch: 12pm – 4pm (Saturday & Sunday)
- Lunch: 12pm – 4pm (Wednesday, Thursday & Friday)
- Dinner: 5.30pm – 10pm (Wednesday, Thursday)
- Dinner: 5.30pm – 11pm (Friday, Saturday)

## BARS

Lyaness is open from Thursday through Saturday from 5pm till midnight. The lights at 12th Knot shall remain dimmed for now, but we are working tirelessly to bring these back to you as soon as it is safe to do so.

## DISTANCING

- Reduced capacity to ensure a minimum 1 metre distance between outside table and 1.5 metre indoors
- Limited guests in the venue that will not exceed 1 person per four metre squared
- Designated route to tables designed to reduce frequency of foot traffic

## ARRIVALS AND DEPARTURES

Signage and appointed team members will be available to guide guests through a one-way traffic flow. We will additionally have floor signage that will highlight the physical distancing required at various queuing points.

## HYGIENE

- All team members undergo a rigorous pre-screening and arrival process prior to the commencement of their shift
- Every team member undergoes hotelwide COVID-19 training, including the correct use of sanitation chemicals plus the application and disposal of PPE
- All our team will be wearing masks and gloves where applicable

## MENUS

We now offer all our menus digitally which can be accessed via our public Wi-Fi, SMS or QR code. QR codes will be available on restaurant and bar business cards which will be provided to guests. We will additionally be introducing a delivery service for our Sea Containers menu and this will have launched in mid-August 2020.

## CONTACTLESS PAYMENT

We accept all methods of contactless payments. Please be aware that your own bank might impose restrictions and in this case our cash machines are sanitised before and after use.

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## **IN ROOM DINING**

Our Sea Containers Restaurant menu will be available through WiQ on in-room TV and web app for convenience, however guests can also simply contact our guest services team, by pressing the 'guest services' button on your in-room phone who will be delighted to assist you.

## **BREAKFAST**

Initially all our breakfast will be serviced in the room only and not as usual in our restaurant. Grab and Go breakfasts can be delivered to the room or collected from the front desk. Breakfast options will be discussed at the Front Desk on arrival.

## **IN ROOM DINING TIMINGS**

- Breakfast 7am – 11am
- All Day Menu: 12pm – 11pm

## **GUEST CONTACT INFORMATION**

As part of government guidance we will require that you share the details of the bookings lead guest upon your arrival. To limit contact this can be completed via SMS and will be stored securely within our reservation platform and will be subject to our GDPR standards. After 21 days you may request for this data to be deleted. Please email [privacy@seacontainerslondon.com](mailto:privacy@seacontainerslondon.com).

We have an unwavering commitment to the safety of our guests and our team. Should you have any more questions, please feel free to contact us at [wecare@seacontainerslondon.com](mailto:wecare@seacontainerslondon.com).

[seacontainerslondon.com/we-care](https://seacontainerslondon.com/we-care)

