



From Thursday 5 November, we temporarily dimmed our lights on our beloved building - that means Lyaness, Sea Containers Restaurant, agua London, 12th Knot and our bedrooms will not be open until it is safe to do so once more. We cannot wait to welcome you all back in December 2020 and celebrate the festive season. During this period of national lockdown we continue to adhere to the highest possible health and safety standard as we aim to keep the community safe. All delivery and pick ups will maintain strict distancing measures. In addition to this during the preparation of your food and beverage orders, all team members on property will be adhering to safety protocols, working with masks and all other appropriate PPE.

## 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

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## BOOKINGS

In accordance with government guidelines booking up to a maximum of 6 guests will be allowed. This should be comprised of guests from a single household 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.

## RESTAURANT TIMINGS

Breakfast

Monday to Sunday: 8am - 10.30am (last seating)

Lunch and Dinner

Wednesday to Friday - Lunch: 12pm- 4pm (last seating)

Wednesday to Friday - Dinner: 5.30pm-8.30pm (last seating)

Saturday - Dinner : 5pm until 8.30pm (last seating)

Brunch

Saturday, Sunday and Bank Holidays: 12pm until 4.00pm

\*Please note that for now the restaurant will be closed on Monday and Tuesday all day and Sunday for dinner.

## LYANESS

Thursday and Friday: 5pm - 10pm (last booking 9pm)

Saturday: 2pm - 10pm (last booking 9pm)

Sunday: 2pm - 6pm (last booking 5pm)\*

\*Sunday Lyan - 5pm - 10pm (selected dates only)

## 12TH KNOT

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.

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## **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.

## **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**

Guests have the option of an in-room breakfast, a la carte breakfast in the restaurant or a simpler grab & go breakfast to be delivered to their room.

## **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).

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