



## Food & Beverage policy

From Friday 16 April, we are excited to be reopening our terrace at Sea Containers Restaurant, situated with views over the River Thames. The full restaurant shall be reopening from Wednesday 19 May with reduced opening hours, followed by Lyaness on Thursday 20 May and 12th Knot at some point later in the summer time. We cannot wait to welcome you all back through our doors. 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, bookings up to a maximum of 6 guests or two households will be allowed. 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

### Breakfast

- Shall not be served in the initial stages of reopening (this excludes brunch on weekends)

### Lunch and Dinner (16 April – 19 May)\*

- Friday: 12pm – 4pm / 5.30pm – 10pm
- Saturday: 12pm – 4pm / 5.30pm – 10pm
- Sunday: 12pm – 5pm

\*Please note that for now the restaurant terrace will be closed on Monday to Thursday in the initial stages of reopening.

### Lunch and Dinner (19 May onwards)\*\*

- Wednesday - Friday: 12pm – 4pm / 5.30pm – 11pm (last order 10pm)
- Saturday: 12pm – 4pm / 5.30pm – 11pm (last order 10pm)
- Sunday & Bank Holidays: 12am – 5.30pm (last order 4pm)

\*\*Please note that from 19 May the restaurant will be closed on Monday and Tuesday all day and Sunday for dinner.

## LYANESS

Lyaness shall be reopening its doors on Thursday 20 May and the team at Lyaness cannot wait to welcome you back

## 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.

## **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 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**

Following new government guidelines, contact details will be required for all guests in your party. The NHS Test & Trace app would be the preferred method for collecting information, please make sure you have downloaded the NHS app in advance as this will be our primary means of complying with government regulations.

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)

