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 reopen. 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 – please click here. As the health 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 will provide in-depth inductions when employees 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.

HOW WILL THE HOTEL MANAGE TO MAIN THE 1 METRE PLUS RULE IN ALL PUBLIC AREAS?

We have placed clear signage with instructions and routing throughout the hotel. Outlet capacity limits are in place to maintain social distancing. Furniture layouts have been reconfigured. We will have glass barrier screens available at the main desks, concierge desk and at all venue host points.

We Care

DOES THE HOTEL PROVIDE HAND SANITISERS?
Hand sanitizers 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 here. 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 will officially be a cashless operation from 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 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.

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.

We Care

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

We will not be storing luggage for our first phase after re-opening. We are doing our best to ensure rooms are available so that we can allow for early check-in, but cannot guarantee this. This will ensure you can keep your belongings with you at all times and have as much privacy as possible during your experience.

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

We will have a team member present at all times overseeing the lifts to our guest rooms and our events and spa level. Only 1 squad of friends and family will be allowed in a lift at one time and lifts will be sanitised every 15 minutes to ensure we are making these spaces as safe as possible. 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 be offered upon guests consent. Luggage will additionally only be managed on a bell trolley by our team and sprayed with a certified viral disinfectant. Bell Trolleys are disinfected after each use. Guests who are not escorted to their room, will receive a courtesy call after check-in to offer an explanation of room features.

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 are taken out of service every day for steam and ozone treatment.

We Care

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.

WHAT FACILITIES WILL BE OPEN IN THE HOTEL?

All facilities will be opened in line with the phased approach to reopening of facilities provided by the Government. All of our venues, however will be subject to limited capacities that have been introduced to support social distancing. agua Spa and Curzon cinema will be opening in September 2020 after the property opens, with revised offering and opening times. Lyaness has opened for reservations from 1 October 2020, 12th Knot, our rooftop bar has opened for reservations from 1 November 2020 and our gym will be suspended until further notice. Our events facilities including our studios and Gallery are available for booking from November 2020. We will have further information on the individual venues and their services closer to our opening date.

Food and Beverage

FOOD AND BEVERAGE SERVICE QUESTIONS

We have reimagined the guest experience and flow of our operations so exceptional measures are now in place, these have been done in guidance with WHO and Government guidelines, in order to protect our guests and our team.

OPENING DATES

We will be phasing the reopening of our food and beverage outlets

- Sea Containers Restaurant will open on 1 August 2020 and will be open for brunch, dinner and takeaway options.
- Lyaness are open for reservations from 1 October 2020
- 12th Knot is open for reservations from 1 November 2020

OPENING HOURS

Brunch:

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

Lunch and Dinner:

- Monday to Friday : Lunch: 12pm -4pm (last seating)
- Dinner: 5.30pm-10pm (last seating)
- Saturday and Sunday/ Bank Holidays: 5.00pm until 11pm

*Please note that during the month of August the restaurant will be closed on Monday and Tuesday all day and Sunday for dinner.

We Care

HOW WILL BREAKFAST BE SERVICED?

For the first phase after re-opening all our breakfast will be serviced in the room only and not, as usual, in our restaurant. This will evolve after time, but only after we have had time to assess the situation when we are operational. For breakfast inclusive packages this will always be a Grab and Go option that can either be brought to your room or collected from our front desk. There will be a window period provided on check-in for Grab and Go drop deliveries. Guests will be able to upgrade this to our in-room dining menu (subject to availability), please do speak with our reservations team who will go through this in detail and what is offered.

WHAT IS OFFERED IN THE GRAB & GO BREAKFAST PACKAGE?

We offer 1 of each of the following which is provided in disposable packaging and left at your door or at our front desk for collection

- Bottle of Juice
- Pastry
- Granola/Yoghurt
- Piece of Fruit

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.

WILL IT BE POSSIBLE TO ORGANISE A MEETING OR EVENT AT YOUR HOTEL?

In accordance with current Government guidelines we will be able to hold business meetings and events from 1st November 2020. We do however have events and private dining facilities available for group bookings. We have further information available on these venues and services, so please get in touch with our team to discuss availability and what will be 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.

WHAT ENTERTAINMENT IS AVAILABLE IN THE LOCAL AREA SO WE CAN AVOID USING PUBLIC TRANSPORT?

As details are confirmed we will release them. We do however have confirmation that Tate Modern will be opening its doors on 27 July 2020 and that Borough Market is already open to the public.