



Policy Information

Sea Containers London has worked closely with our healthcare provider, Clifton healthcare to ensure the correct procedures are in place to support our full property risk assessment. The full assessment and property audit of these processes are available in full in the Health and Safety section of our [website](#).

The risk assessment highlights all facets of the operation covering required training, procedures and regularity of all our cleaning programs for both rooms and public spaces. It covers the required signage and communications for the property, personal protective requirements and health checks for our staff and enhancements we need to make to our operation.

Sea Containers London has always been committed to the highest standards of hygiene and the wellbeing of our guests and team. We view these efforts as enhancements to the procedures that are already in place and are committed to ensuring they are now communicated clearly to all external parties.

Sea Containers London is committed to meeting Government and WHO guidelines on single use plastic reduction within the operation. The government determines that all used items will need to be packaged and changed over for individual use or on a daily basis, we have ensured that this material is bio-degradable or fully recyclable.

Residence Policy

Sea Containers London will open with a full property app in place. This has been designed to include the following features so that traditional touch points are now automated for your convenience. This includes:

- Pre-check-in
- Express check-out
- Digital keys
- In room Directory
- Food and Beverage Menus
- Spa Menu
- Guest messaging
- Room cleaning and maintenance requests
- Property tour
- Neighbourhood information
- Special offers and membership information

The check in experience will still need to be completed at the front desk and will include a brief welcome and introduction from our team plus a full payment authorisation, ID check, and digital key allocation. For any guest not wanting to use the digital key feature in our app, a welcome wallet with disposable key and QR codes for all relevant information will be provided to the guest.

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For guests arriving at Sea Containers London, our communication and physical distance signage and guidelines, will be visible in all areas. We will additionally have trained staff available at all times at our entrances taking temperature checks using infra-red thermometers of any person entering our building.

To make the arrival and departure experience as smooth as possible for our guests we will always have two check-in/out stations available. These stations will be supported by information and spacing signage and glass barriers. All our team will be in personal protective gear that is issued by Sea Containers London.

All departures will be fully processed by our Front of House team once guests have either initiated the express check-out process on our app or directly from our Front Desk. Invoices will only be provided digitally.

Sea Containers London is now a cashless operation. We have enabled our systems to take contactless payments through Apple and Google pay. Any limits set on these are by the guests own personal limits set by their bank.

We will have a team member in personal protective gear overseeing the operating of the guest lifts from the lobby. We will allow only 1 squad of guests per lift and have arranged a hand sanitiser station on every lift landing.

The property will be operating at reduced capacity until further notice with a smaller number of floors available. To ensure we minimise guest traffic on our floors we will be allocating every other room to guests and creating a 48-hour window between bookings of these rooms. Roll-away beds will be supplied for immediate family only.

Our public spaces will have regular disinfection based on the usage of each particular area which will range from after each individual use, every 15 minutes and every 60 minutes. For details, please peruse our risk assessment document where specific protocols have been provided by Clifton Healthcare. [link to it]

OUR ROOMS EXPERIENCE WILL STILL BE A BEAUTIFUL HAVEN FOR ALL OUR GUESTS, BUT HAS BEEN SLIGHTLY ADAPTED AND GUESTS WILL NOTICE THE FOLLOWING CHANGES:

The following items will no longer be available in your room on arrival. These will be available to order through our Hotel App, TV ordering system, QR code or through our Guest Services team who will be delighted to assist you:

- All minibar items
- Disposable grooming amenities
- Small design accessories
- Printed collateral and reading materials
- Room directory and property menus

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All rooms will still have bathroom amenities from Malin & Goetz and a vanity kit for your personal use and to take home.

To ensure guests reading material is supplemented we introduced Press Reader which provides 7000 publications from 120 countries and 60 different languages. This is available on your phone or computer and publications can be downloaded during your stay and retained.

Laundry and dry-cleaning services will be available. Once it has been requested, the laundry bag will be brought up to the guest room for the guest to leave it in the room and be collected by the team.

Rooms will still be serviced during guest stays and turndown will be available. This will be carried by a team member in full PPE only when the room is empty. Guests will be able to request the time of cleaning on the hotel app or by calling our guest services team. If guests prefer their room to be left alone at all times during their stay, all they need to do is place the 'Do not Disturb' sign on the door (standard terms and conditions of 'Do not Disturb' will still apply as our duty of care to all our guests).

All guest rooms will continue to be deeply cleaned between guests. All linen, mattress and pillow case protectors and accessories will be changed. Sea Containers London utilises Innuscience certified Virucide for all cleaning. Regular Deep cleaning programs will include steam cleaning of all soft furnishings accompanied with ozone and ventilation treatment.

Post stay, all our guests will be emailed our property survey which has been updated to include a section on hygiene.

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