

PUBLIC AREAS



SANITISING

Compulsory hand sanitation stations



SIGNAGE

Clear signage and floor markings to support social distancing and directional traffic flow



STAY SAFE

Acrylic screens in place at service points, for staff and guest protection



LIFTS

Usage is reserved for individual guests or parties travelling together; please use the stairs where possible

BEDROOMS



CHECK-IN

Socially distanced check-in with screen protection and minimum touch points supported by online registration and payment options



PROTECTION

Rooms sanitised before arrival and serviced on departure only. Fresh linen, towels and amenities replenished on request



HOUSEKEEPING

All key cards and remote controls sanitised and placed in plastic outer protectors



DECLUTTERING

Decluttering of rooms including removal of minibar contents, all unnecessary stationery and soft furnishings



OTHER SERVICES



CLEANING

Increased frequency of cleaning using the latest anti-viral techniques in all areas of the hotel



MEETINGS & EVENTS

Spaces available at reduced capacity, to support social distancing with individual plated service for catering



PAYMENTS

Contactless or card payments only



LEISURE

Remains closed



PPE

Keeping our staff protected

FOOD & DRINK



BREAKFAST

Cafeteria style breakfast, with individual portioned items and limited hot options; room service and Grab&Go available



DINNER

A simplified menu of HdV classic favourites available in Bistro du Vin with socially distanced table service and room service available



MENU

Available via QR codes



ROOM SERVICE

Delivered to bedroom door, for guests to retrieve and enjoy



BAR

Open subject to demand