

SOCIAL DISTANCE & CLEANING PROCEDURES

Taking care of our guests & team



APARTMENT
GROUP



Foreword from Debrah Dhugga

I am delighted to announce that The Apartment Group will be re-opening its doors to welcome you back on Saturday 4th July 2020

Our venues may feel a little different, but I can assure you that we have been working hard to ensure that the changes to the way in which we operate, will not alter the warm, friendly service we are renowned for. We are doing everything we can to keep you safe and well. We will implement social distancing, additional cleansing, and health & safety protocols, for as long as required. The list of new procedures being implemented is extensive and will continue to evolve to reflect ongoing Government and medical advice, client feedback and industry best practice. A full list of our new operating procedures can be found on our website.

We remain committed to going above and beyond for each one of our guests and we look forward to welcoming you back to relax and enjoy great food and drink.

Best wishes

Deborah Dhugga

Debrah Dhugga

Chief Operating Officer



TAKING CARE OF OUR GUESTS AND TEAM



The health and well-being of our guests and colleagues has always been our highest priority, which, led to the closure of our venues on Sunday 22nd March. We are monitoring Government guidelines and advice very closely. We will react accordingly to any changes to these guidelines and keep our guests fully informed.

We have been working to ensure that the changes to the way in which we operate, will not alter the warm, friendly service we are renowned for. We can assure you that we are doing everything we can to keep you safe and well during your visit to our venues and will implement social distancing, additional cleansing and health & safety protocols, for as long as required.

The list of new protocols being implemented across the business is extensive and will continue to evolve to reflect ongoing Government and medical advice, client feedback and industry best practice. We are committed to going above and beyond for each one of our guests and we look forward to welcoming you back.

TAKING CARE OF OUR GUESTS AND TEAM

ENHANCED CLEANLINESS AND SANITATION

We will be improving and extending our already robust set of cleaning procedures across both guests facing and back of house areas. Constant cleaning will take place in all public areas, with touchpoints being cleaned every 30minutes.

All visitors to our venues will find increased hand sanitisation facilities, an increase in public area cleaning protocols and a robust audit process to ensure that all new regimes are being implemented.

All team members will have their temperature checked on arrival for their shift. Appropriate action will be taken to ensure the safety of both the relevant team member, wider hotel team and guests as required.



PPE will be provided to team members where appropriate, including face masks, disposable gloves, and additional uniform supplies, which will be laundered to ensure each item is clean at the start of every shift.

Leaflets, paper, magazines, and newspapers will no longer be available in public areas and guest bedrooms.

All team members will undergo a back to work risk assessment training reference our new health and hygiene protocols before starting back to work

GUEST BEDROOM SANITATION

We will continue to clean bedrooms with the proven traditional methods, along with a deep-clean of all hard and soft surfaces. Disinfectant will be used around public bedrooms and public areas.

Once a guest bedroom has been cleaned and inspected, no one will re-enter the room until a guest check in.

Introduction of a new PPE station for all guests to include: Facemasks and gloves, antibacterial handwash, personal tissues.

All linen will be removed from guest rooms on departure, regardless of use, and will be washed at temperatures more than 60 degrees, which has been proven to kill any trace of the disease.

Mini-bars will be removed from guest bedrooms; however, items will remain available to order via in-room service.

Our cocktail kits will also be removed from bedrooms.

In-room dining will be available throughout the day.



SOCIAL DISTANCING



We will actively encourage all our guests and team members to follow Government advice and guidelines with respect to the one metre social distancing rules, wherever possible.

Our team members will not be available to escort guests to their bedrooms however we will be able to provide as much, or as little, interaction as required by each individual guest. We will be implementing a 'no access' policy to guest bedrooms.

Guests will be able to order food and drinks from our main bar areas.

Seating areas will be rearranged to create the recommended spacing between guests and workstations.

No Valet car parking or car service will be offered during the initial post-opening period as cars are viewed as an extension of a guest's personal space and therefore social distancing rules will apply.

BARS AND RESTAURANTS

Social distancing measures will be implemented when allocating tables across our restaurants to ensure a minimum of two metres between each party.

The breakfast buffet will no longer be available, however all items can be ordered from the extensive breakfast menu and served directly to your table.

In-room dining will be available throughout the day, in the comfort of your room or suite.

Menus will be available and laminated, menus will be cleaned and sanitized during each use.

The Apartment Group is fortunate to be able to offer a selection of private dining rooms for small, private gatherings. Should you wish to reconnect with your friends and family, when Government guidelines allow, these facilities will provide perfect, intimate surroundings to celebrate those special occasions in a private safe space.



OUR COMMUNICATION

The Apartment Group commits to ensuring that the most up to date information relating to our services and protocols will be available on our website. All client facing team members will be fully up to speed on all these protocols for our guest's peace of mind and all will have had a back to work training to ensure our best practises are delivered.

We are reviewing the safest and most appropriate ways to provide our guests with information around our services, facilities and menus and will implement these in line with Government guidelines. Information previously found in guest room directories, along with the in-room dining menu are all available from our team members, who are there to support all our guests at a one metre distance. We will also have poster and fact sheets around every venue.

We will ensure that all relevant information is included in our updated confirmation emails. Our team is on hand to answer any questions or additional queries you may have.



TEAM SAFETY



All team members will have their temperatures checked on arrival for their shift. Appropriate action will be taken to ensure the safety of both the relevant team member, wider hotel team and guests as required.

PPE will be provided to team members where appropriate, including face masks, disposable gloves, and additional uniform supplies, which will be washed at the hotel to ensure each item is clean at the start of every shift.

Additional hand washing procedures and records to be introduced to every department and to every shift.

Arrival and departure times for all staff will be staggered and working from home will be encouraged where possible.

The team welfare areas will ensure social distancing measures can be implemented and team members meals will be brought to the venue by the individual.