



# Good Hotel London

## COVID-19 Health and Safety guidelines and practices

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## Introduction

In response to the COVID-19 pandemic, Good Hotel has been busy adapting its operations to ensure that all our guests can enjoy a safe and relaxing stay by prioritising: revised high standards of cleanliness throughout the properties, high levels of awareness across our teams, giving guests access to sanitation products for peace of mind, and maintaining practical social distancing measures in our shared spaces. The health and wellbeing of our guests is our first priority, and we are doing all we can to implement protocol to take this responsibility seriously.

We are very much looking forward to welcoming guests back to our Good Hotels. Please regularly check back on our website, get in touch with the hotel directly, or follow us on [social media](#) for the latest updates and opening dates/times.

When you are able to visit us again, you can do this feeling assured that we have all the precautions in place to minimise the spread of COVID-19 and keep you and your loved ones safe. This is a team effort – guests are also politely asked to take self-protective measures and adhere to the COVID-19 relevant ‘house-rules’ to minimise any exposure to the virus. We’re in this together.

Please now see below for the key measures that have been implemented to ensure exceptional care and safety for you, your family, friends and colleagues throughout your stay.

## Key Measures

### HOTEL ENTRANCES AND PUBLIC AREAS

- Public Areas will be undergoing thorough disinfections, with extra attention to high contact areas, including front-desks and public restrooms.
- All washrooms, staircases door handles in public areas will be cleaned every hour, tables and chairs will be sanitised after every use
- We have increased frequency of cleaning with disinfectant, (bleach solution, or mixture containing at least 70% alcohol) on all high-touch surfaces and shared spaces after each guest use
- Sanitising stations are available at the main entrance, outside the guest lift, in meetings rooms and in the restaurant by the host station.
- Guests are required to use hand sanitisers upon entry the hotel
- Antibacterial hand gel will be available for all guests to use from the sanitary station on arrival. Sanitising amenities pack including wipes are available from reception.
- Perspex screens have been installed on our reception desks to offer further protection
- Guests are required to maintain distances indicated by clear signage, until directed otherwise by staff



- Guests should avoid congregating in any of our public areas. This includes outside areas of the hotel and at entrances
- Hotel lobby, restaurant and bar will operate at a reduced capacity to ensure adequate space for social distancing
- We have introduced a one-way system around the hotel to ensure guests and staff feel safe moving around the hotel

## RECEPTION

- Our check-in process has been streamlined to allow for a fast and reduced-contact experience.
- Cashless transactions: Please also note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash
- We offer mobile check in via the Mews application
- Desktops and desk equipment will be regularly sanitised as part of heightened cleanliness throughout the property
- Key Cards will be disinfected with sanitiser prior issuing to each guest and after check-out
- Where guests ask for luggage to be stored the reception team member will take the guest to luggage store - with guest carrying the luggage - practicing social distancing - ensuring the door handle to the luggage store is wiped with disinfectant before using

## BEDROOMS

- Once the room has been thoroughly cleaned by COVID-19 safe trained Housekeeping staff, no one will enter the room until the guest. This will be monitored and managed electronically by hotel staff
- We recommend guests vacate the room during housekeeping and/or any maintenance issue resolution
- Housekeeping service will be offered only upon request
- Hotel bedrooms: Housekeeping team will be disinfecting the most frequently touched guestroom areas i.e. light switches, door handles, lights, lamps, air conditioning controls, desk, chair, hangers
- Hotel bathrooms: Housekeeping team will be applying extra disinfection of the most frequently touched guests room areas i.e. toilet handles & seats, taps, towel rails, bins, shower screens
- In case a member of staff has to enter a bedroom whilst the room is occupied the team member will be wearing PPE
- Carpets and curtains will be steamed cleaned after each guest

## ADDITIONAL GUEST SERVICES

- Guests are encouraged to limit face-to-face interactions by using the Mews App and QR codes provided from their own handheld devices
- We have thermometers at reception should guests feel concerned at any point during their stay
- Guests are required to report any symptoms of COVID-19 related symptoms (i.e. a high temperature, a new continuous cough, a loss or



change to sense of smell or taste etc.) or any illness symptoms to the Front Office or the Manager on duty.

### **RESTAURANT, BAR AND FOOD SERVICE**

- To manage physical distancing, we will be offering a breakfast bag to your room
- We have a new range of 'Grab and Go' food offering of packaged items that can pre-ordered and collected from the Good Hotel Living Room
- Guests can dine in their room or in the designated dining areas
- All food is made, compiled and packaged compliant with the highest of health and safety hygiene standards
- Cashless transactions: As above, please note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash

### **MEETING AND EVENTS**

- To maintain social distancing and safety we have reduced the previously listed capacity of our spaces
- Each delegate will have access to a sanitising amenities pack, antibacterial hand gel, and sanitising stations will be found in each meeting room, as well as throughout the hotel i.e. entrance, outside the guest lift, in the restaurant, and in the guest bedrooms.
- Guests are required to use hand sanitisers upon entry the hotel
- Additional wipes, sanitary products and amenities will be available from reception.
- Each meeting and event spaces will be thoroughly cleaned prior to the event and during breaks
- Once the room has been thoroughly cleaned by COVID-19 safe trained Housekeeping staff, no one will enter the room until the party arrives. This will be monitored and managed electronically by hotel staff.
- The housekeeping team will be disinfecting all washrooms, staircases door handles tables, in public areas hourly.

### **TRAINING**

- All Good Hotel team members have been thoroughly trained on the new COVID-19 safety protocols and guidelines. This included new action checklists for infection prevention, a special cleaning and disinfection plan, and the incorporation of new COVID-19 safety staff behaviours
- All kitchen teams have received further training in health and safety and adhere to government recommended food preparation standards
- We have trained the team regarding infection control, social distancing and enhanced hygiene measures including hand washing, the use of masks and gloves as recommended by local health authorities or stricter if required by the hospitality company procedure
- We have continuous monitoring of the well-being of team members and encourage them to follow governmental and WHO guidelines.



- Staff members have access to thermometers if they suspect they have a temperature, and will be sent home safely immediately if any illness is suspected
- All team members have completed COVID-19 Awareness Training in conjunction with CPL Learning (the UK's leading Hospitality Learning & Retail Training Provider.)
- Hotel team members are provided with the adequate amount of PPE to ensure they can continue to work in a safe way whilst offering friendly and genuine customer service to all our guests



## FAQs

- 1. What should I do if I think I have COVID-19 and have a visit booked?** We politely request that if you are displaying any symptoms of COVID-19 that you call us to postpone your visit.
- 2. What will Good Hotel do if they think a visitor has COVID-19 in the hotel?** We have the right to refuse entry to the hotel and politely ask any guests to leave who are showing signs of being unwell. We have thermometers at reception for guests who may feel concerned they are unwell. However we ask that if any visitor feels unwell that they postpone their visit and notify us.
- 3. How do I check in to the hotel?** Check-in has changed very little, we have just made it safer, adding Perspex screen, mapping out social distancing on the floor and completing any check-in administration where possible before you arrive to allow for a fast and reduced-contact experience. Please also note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash.
- 4. How is Good Hotel ensuring social distancing is adhered to?** All of our spaces have been reconfigured to ensure social distancing and adherence to a minimum of 1 meter.
- 5. Will the Good hotel team be able to assist me with my luggage on arrival and departure?** We are always happy to help and will ensure we do so with your safety in mind. If you need assistance, please let us know in advance of your arrival.
- 6. Is Good hotel providing guests with additional sanitising facilities?** Yes, we have set up hand sanitising stations throughout the hotel for you and additional sanitising packs are available from reception. We politely ask you use these when entering and moving around the hotel to ensure safety for all.
- 7. Can I use the lifts during my visit?** Yes, you can. Signage has been put in place with guidance on usage of our lift and there will be sanitation stations nearby. You are welcome to use the lift and we'll ensure they are regularly sanitised. We ask that they are occupied by only one person at a time, or your family group. Following government guidelines, we would recommend that you wear masks in any such confined spaces. We politely ask you try to only use the lifts when necessary, and instead consider the stairs.
- 8. What measures are in place to ensure each bedroom is fully sanitised between guest?** Every guest bedroom and en-suite will be fully sanitised before each stay and 'sealed' to ensure no contamination occurs prior to your arrival. Our housekeeping teams have received further health and safety



training and will wear the appropriate PPE at all times. Carpets and curtains will also be steam cleaned after each departure.

**9. Will your restaurant be open and safe to use?** Yes, the restaurant will be open and there will be 'take away' services on offer for you throughout your stay. When you stay with us you can dine in your room or, in the socially distanced designated dining areas.

**10. Will your bars be open?** Yes, we will be offering drinks at the bars.

**11. How will you ensure social distancing is maintained in your public bathrooms?** We ask that guests who are staying with us use the bathrooms in their bedrooms. If you are not staying with us, we request that you follow the social distancing measures we have displayed on our signage when using the public bathrooms.

**12. What measures have you put in place with your staff to minimise the spread of COVID-19?** All Good Hotel teams have undergone comprehensive hospitality-focused training on how to prevent the contagion of COVID-19. All staff will be temperature checked upon arrival for work, and will be required to self-certify that they have not been in contact with anyone with COVID-19 symptoms. Any staff member who shows symptoms will be immediately sent home and will be required to self-isolate for 14 days prior to returning to work. Internal regulations have been introduced that require our staff to wear the appropriate PPE during their shifts and to wash their hands frequently.

We hope this goes some way to reassure you of how seriously Good Hotel is committed to ensuring the safety and wellbeing of our guests and staff. If you have any further questions or queries relating to health and safety, or any detail of your stay, please get in touch and we will gladly assist you.

We have missed you and we look forward to welcoming you soon!

Good Hotel