PARK GRAND LONDON WE CARE PROTOCOL

Program Overview
The Park Grand Hotels has and will be taking extra precautionary measures at all our Hotels as the safety of our guests and team is our outmost priority. We take the utmost care to every stay with us is safe, clean and comfortable.

The Park Grand Hotels is in constant communication with the relevant health and travel authorities to keep our guests and employees updated and to advise them on appropriate measures to observe.

A key component of our Park Grand Care Protocol is the property PARK GRAND HYGIENE BUTLER which has 3 primary responsibilities:

- On-site cleanliness strategy
- Training
- Hotel cleanliness hygiene standards
ON-SITE Cleanliness Strategy | The Hygiene Butler will be the expert in the most advanced cleanliness and hygiene techniques and technology. They will be available at each Hotel as one point contact to Guests asking for more details and measures taken by the Group.

TRAINING | The Hygiene Butler will train all Hotel Staff on the latest protocols and best practices to ensure a safe environment.

HOTEL CLEANLINESS HYGIENE STANDARDS | The Hygiene Butler is responsible for the hotel’s cleanliness program pull-through leveraging standards and tools (e.g., departmental checklists).
Hygiene Butler: will be available at each Hotel as one point contact to Guests asking for more details and measures taken by the Group.

Well-Being Checks : Mandatory Temperature readings of all guests and all hotel staff as a part of our Stay safe initiative are also taken upon arrival without causing any inconvenience to the guests.

Frequent Sanitisation : of all touch points in public areas like door handles, elevator buttons, counter tops, table tops, railings, Bedroom switches and Hotel Menus. All Rooms, Public areas, Hotel Entrances are done frequently. Complimentary hands wipes in all guest bedrooms.

Electrostatic Sprayer: Hospital graded Electronic Sanitisation Sprayer will be used after every check out to meet Hygiene Standards for new Guests arrivals.

Food and Beverage : Social distancing and a space between tables in the Restaurants to provide maximum contact less serving. No Buffet. We are providing "Breakfast on the Go" for all our Guests who do not want to sit for Breakfast in the Restaurants.

Guest Arrivals : safety screens have been provided at Reception to maintain distance from the staff.

Supplies and Materials : All incoming supplies are sanitised before being admitted into the hotel premises.

Hand sanitisers: are in place in all guest rooms and at all public spaces and include the entrances, lobbies, corridors, cloak rooms, etc.

Masks & Gloves : All our staff will wear masks and gloves in guest contact areas and will be made available for our guests upon request. All Kitchen staff will be in their protective wear.

Seating in the lobby: Floor Markings/graphics in the lobby and lift area along with seating arrangements for social distancing measures.

Self-declaration : Guest check-in self-declaration form is in place which covers COVID-19 symptoms. Any guest who indicates these symptoms will be referred to Health & Safety Associate.

Protocols for emergency : Emergency situations will be addressed in case of a positive COVID-19 diagnosis where a guest or a colleague needs to be quarantined.

Wellness area : Social distancing will take place and monitored by the Hygiene Butler. Therapists in our Spa will be wearing gloves and masks. There will be breaks between clients to ensure all cleaning and disinfection of therapy rooms.

Video Conferencing: Full Support services will be made available for Video conferencing from Guest Bedrooms on request.

Rent an office : Stay safe Work safe with an office on the go scheme in the heart of London to maintain social distancing.

Hygiene, health and safety : checks will be regularly carried out and be certified by respective UK authorities.

Air-Conditioning : Clean and disinfecting all the air conditioning system throughout the Hotels.

Awareness: Regular training of our employees ensuring proper hand hygiene and awareness of Covid-19. This is vital to help combat the spread of viruses and health of our guests and employees.

NHS protocols : for Hospitality Industry has been made available to all our staff along with guidelines of World Health Organisation.

Hand Shakes : No hand shakes will be applicable. Only greetings of putting right hand on the heart or folded hands or guests national greetings with social distancing.

Computers & Mobiles : Employees have been trained to keep their computers and mobile phones fully sanitised twice a day.

Staff Offices : these will be reorganised in line with the Social distancing.

Staff Catering: will be relocated to a vacant meeting room where social distancing can be implemented.

Our Health & Safety Consultants will provide training support for all Hotel Managers in advance relating to Hygiene & Health and safety for recovery from COVID-19 before the re-launch of the Hotels.
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We will always welcome our guests into our hotels with the same warmth and hospitality we have always done. While the COVID-19 outbreak is constantly changing, we are committed in keeping you informed and care for you as a valued Park Grand guest.

Our doors are open again and ready to welcome you.