

The background image shows the exterior of The Stafford London, a historic hotel. The building is constructed of red brick with light-colored stone accents around the windows and entrance. Two flags, the Union Jack and the American flag, are flying from tall poles. The entrance features a small canopy with the name 'STAFFORD' on it. In the foreground, there is a black wrought-iron fence with flower boxes containing red flowers. The text 'THE STAFFORD LONDON' is written in a large, blue, serif font across the top half of the image. Below it, 'OPERATING PROCEDURES' is written in a smaller, blue, serif font. At the bottom, 'SMALL IS BEAUTIFUL' is written in a blue, serif font.

THE STAFFORD LONDON

OPERATING PROCEDURES

SMALL IS BEAUTIFUL

CONTENTS

- Taking care of our guests & team
- Enhanced cleanliness and sanitisation
- Guest bedroom sanitation
- Social distancing
- Bars & Restaurants
- Communication
- Team safety





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 The Stafford London 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, five-star 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 The Stafford 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 Stafford 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 and every one of our guests and we look forward to welcoming you 'Home'.



ENHANCED CLEANLINESS AND SANITATION

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

All visitors to the hotel will find new non-evasive thermal scanners, 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 washed at the hotel to ensure each item is clean at the start of every shift.

Leaflets, magazines and newspapers will no longer be available in public areas and guest bedrooms. Instead, these can be accessed via our digital media platform.

All team members underwent robust training around our new health and hygiene protocols before The Stafford reopened on the 3rd August or on their return to work.



GUEST BEDROOM SANITATION

We will continue to clean your room with the proven traditional methods, along with the use of an electro-static sprayer to deep-clean all hard and soft surfaces and an Ozone generator machine, a proven disinfectant tool that safely kills airborne germs.

Once a guest bedroom has been cleaned and inspected, a seal will be placed on the door to ensure no access until guest check-in.

Introduction of a new amenities kit to all residents 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 in excess of 60 degrees, which has been proven to kill any trace of the disease.

Guest amenities will be replaced with individually-wrapped, single-use items to minimise cross contamination.

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

In-room dining will be available throughout the day, with contactless ordering and delivery.



SOCIAL DISTANCING

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

Our team members will be available to escort guests to their bedrooms if requested and 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, unless requested by our guests.

Guests will be able to order food and drinks from The Game Bird and The American Bar using our new The Stafford London digital platform, which will reduce interactions with our team.

Seating areas will be rearranged to create the recommended spacing between guests and work stations

Valet car parking will not 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.

A close-up photograph of a glass filled with an amber-colored liquid, ice cubes, and a single purple flower garnish. The glass is perched on a black, rectangular base. The background is a blurred, warm-toned bokeh, suggesting a bar or restaurant setting at night.

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.

We will be able to host tables of up to six from one household in The Game Bird and American Bar, and from mixed households in The Stafford Courtyard.

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 on The Stafford London digital platform, which guests can download to their mobile phones, or on iPads which will be cleaned between each guest use. Alternatively a single-use, printed menu can be provided.

The Stafford London 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.

A photograph of a hotel room. In the foreground, a breakfast tray is set on a white bedsheet. The tray includes a white cup of coffee, a glass of orange juice, a plate of scrambled eggs with salmon, a silver teapot, a glass of tomato juice, a basket of croissants, and a small vase with a red rose. In the background, there is a bed with white linens, a blue armchair, and a bedside table with a lamp. The wall has a patterned wallpaper.

OUR COMMUNICATION

The Stafford London 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 of these protocols for our guest's peace of mind.

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 can be accessed via the in-room televisions.

We will ensure that all relevant information is included in our updated confirmation emails and newsletters. 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. Perspex screens will be installed between desks in the administration offices.

The team welfare areas will offer extended opening hours to ensure social distancing measures can be implemented and team members meals will be provided in individual, pre-packaged servings, to be collected at a pre-arranged time.