

Coronavirus (COVID-19)

Health and Safety Measures

Effective June 2020



POLICY STATEMENT

Crimson Hotels is committed to actively reducing the spread of COVID-19 within its portfolio of hotels and in providing heightened health and safety measures to provide assurances for all colleagues and guests.

Expanding on the Brand enhancements already in place within Accor, Crimson Hotels will continue to act upon government and Brand guidance and work diligently to sustain a healthy and safe environment for all.

We actively train and observe our staff on the measures that we have put in place to protect against Coronavirus so that we can continue to offer a friendly and efficient service.

We are mindful that we cannot control our external environment, nor ensure that measures are being adhered to outside of our hotels. So, we politely ask our guests to familiarise themselves with and follow our COVID-19 health and safety measures so that, together, we can continue to offer a healthy and safe home experience whilst staying with us.

MERCURE LONDON HEATHROW will abide by Accor Cleanliness and Prevention standards to achieve the ALLSAFE label.

Accor has partnered with AXA to ensure highest level of support and care is offered to guests. Guests will benefit from AXA's telemedicine and tele-consultation services. Guest will also get access to AXA's extensive medical networks of thousands of medical professionals. This will allow us to make relevant referrals (e.g. language, speciality etc) to the guests.

FRONT OF HOUSE – ACCOR BRAND STANDARDS

Social distancing floor signage is in place.

Information and guidance in digital and/or paper form, where necessary, are in place to increase staff and colleague awareness of the measures in place to support the hotel's response to COVID-19.

Sneeze screens/partitions are erected at Reception desks and updated check in procedures will help to mitigate contact.

Increased sanitising of all public areas is taking place with attention to hard surfaces, push plates, door handles/knobs and staircase balustrades.

Unless guests are travelling with each other, the capacity of the hotel's lifts is one person, per lift, at any one time.

To help promote Physical (social) distancing, the electronic payment consoles for the credit cards will be placed on a table in front of the front desk or at the other end of the front desk.

Hand sanitiser will be provided adjacent to the electronic payment consoles or in the front desk area for guest use.

The electronic payment console will be also be cleaned between each guest interaction as well.

Key cards will be placed at the corner or other end of the desk for guest pick up as part of the check-in process.

Guest invoices will be emailed if that is agreeable with the guest. If a paper copy is requested envelopes will be avoided to keep handling of paper to a minimum and it will be placed at the end of the desk for the guest pick up.

A box for used key cards will be displayed on the reception desk with signage noting to place used key cards into it.

Disinfectant mats will be introduced at the hotel entrance.

FRONT OF HOUSE – CRIMSON HOTELS HEIGHTENED MEASURES

Temperature Measurement – Infrared temperature check will be in place for guests, which will detect elevated body temperature.

Cashless, contactless payment where possible is our preferred payment method to reduce contact. PDQs will be sanitised between guest use.

A Porterage service remains available. However, porters will now leave luggage at guest room doors rather than placing in guest rooms. In limited cases where guests are not able to manage their luggage themselves, Porters will make provision to leave luggage within the room itself.

Rather than removing items of furniture, table-top social distancing signage will be in place at seating areas and we ask guests not to use the areas where the social distancing signage has been placed.

Floor standing or wall mounted motion sensor sanitising stations are situated throughout Public Areas, lift lobbies and Meeting and Events areas, where applicable. We recommend that before entering and/or leaving the elevators, you sanitise your hands before pressing buttons within the lifts and to maintain this practice regularly.

The hotel's main entrance will be designated as either entrance or exit, where possible.

All magazines and newspapers will be removed in public areas. A digital media platform containing over 120 newspapers and magazines is available.

The hotel's restrooms have been altered to adhere to social distancing so you will find that urinals or hand basins have been placed as out of use. Where necessary, this also includes toilet cubicles if these are not separated by floor to ceiling walls.

Pens will not be shared. A holder for sanitised and non-sanitised pens are in use.

All our colleagues have been provided with gloves, masks and other PE where necessary for their added protection.

HOUSEKEEPING – ACCOR BRAND STANDARDS

Particular attention has been taken to clean rooms between guest stays including “high touch areas” such as hard surfaces, TV remote controls, light switches and AC controls, telephones, wardrobe goods, door handles and knobs and in-room food and beverage items.

A daily Housekeeping Service will be on a request basis only to minimise contact.

Any extra bedding and linen including pillows, bed throws, blankets and bathrobes will be removed to support improved cleaning of guest rooms. These items are available on request.

Turndown service, where applicable, will be suspended. Guests should make requests through the main hotel switchboard by dialling “0”.

In-room pens, pads and marketing material/directory will be limited with only essential information being maintained.

Housekeeping staff will be vigilant when working in guest bedrooms and present on corridors in order to maintain physical (social) distancing with guests.

Signage on housekeeping carts to ask guests to keep 2m distance when interacting with housekeepers or direct guests to telephone Reception or Housekeeping Services in order to ask for guest suppliers or additional linen or towels rather than have the guest try and interact with housekeeping staff.

For stayover rooms, times / range of time will be agreed with guests as to when rooms will be serviced to ensure the guest is not in the room during the cleaning process.

Reinforced cleaning program with frequent disinfection of all high touch areas like lifts and public restrooms.

Regular deep cleaning will be carried out for upholstery and all bedding washed & treated at high temperatures.

HOUSEKEEPING – CRIMSON HOTELS HEIGHTENED MEASURES

Sanitising electric disinfectant sprayers capable of killing bacteria will be used to boost the regular and more thorough cleaning regime in place.

In addition to the servicing of rooms, rooms will be left vacant for a minimum of 24hrs between guest stays.

Disposable bags for soiled towelling and refuse will be available in guest rooms. When requiring replacement items, these bags should be placed outside the guest room door during the hours of 10am to 5pm. Should you require a change of bedding during your stay, please contact the hotel's switchboard.

A “Crimson Hotels Protection Kit” containing a mask, gloves and either hand wipes or hand sanitiser will be provided in all guest rooms for use. Masks are recommended when social distancing measures cannot be maintained.

All books and/or magazines will be removed from guest bedrooms. A digital media platform containing over 120 newspapers and magazines is available. Guests will need to use the hotel's Wi-Fi to access this platform.

The contents of the wardrobe including iron and board, hangers, laptop safe have all been individually sanitised and a protective seal placed on the doors.

FOOD AND BEVERAGE – ACCOR BRAND STANDARDS

Single use or disposable menus will be provided in the hotel's food and beverage areas. To make this simple to use not all beverage items may be printed. Please ask your waiter/waitress if your usual or favourite tittle is not shown.

During breakfast, the usual buffet service will be replaced with a refined a la carte offering, takeaway, grab and go, delivery and room service operations only.

The new capacity of each F&B area should be clearly identified at the entry to each facility with supporting signage reminding social distancing.

Hand sanitiser will be made available at the entrance/ exit of dining area with supporting signage and barrier to support social (physical) distancing between those entering and exiting.

Separate entrance and exits will be created per dining area where possible.

Hand wipes and alcohol wipes will be made available on each table for guest use.

Single use salt, pepper, sugar, ketchup will be used and cleared from the table and disposed of.

All restaurant and bars and seating in public will comply with government specified social distancing measures. Maintaining a 1m distance between tables and maximum of 8 chairs per table /group.

Employees will wear PPE in kitchen.

FOOD AND BEVERAGE – CRIMSON HOTELS HEIGHTENED MEASURES

As in the hotel's public areas, tables and chairs will not be removed. Table-top social distancing signage will be in place to maintain social-distancing. We ask guests not to use the areas where the social distancing signage has been placed.

Only table service will be provided however sneeze screens/partitions will be in place should there be a need to attend the bar counter. We ask that this be limited where possible.

All stools/bar counter seating is removed.

Cashless, contactless payment where possible is our preferred payment method to reduce contact. PDQs will be sanitised between guest use.

MEETING AND EVENTS – ACCOR BRAND STANDARDS

Meeting room capacities are configured in line with social distancing guidance.

Reduction of numbers allowed in rooms for meetings and events allowing for better physical (social) distancing controls when setting up seating.

Leaving 1-2 seats between attendees in board/ theatre style set ups with strict guidance around controlling entrance and exit from rooms (for larger events 1 row at a time to different exits – supported by meeting attendants).

Guests should sanitize their hands before entering and exiting the meeting room.

During breaks in meetings and where possible tables and chairs will be wiped down.

Pens and Pads should only be provided in meeting rooms if specifically requested by meeting organiser. At booking it will be recommended that attendees bring their own pens and pads.

If pens are provided in the meeting rooms, a container with signage noting which pens are sanitised/clean and which are used pens should be provided.

Adequate amount of waste bins provided in meeting rooms, for disposal of tissues or other waste.

Mealtimes will be a staggered timing to avoid congestion around meal facilities/ pick up stations.

Prepacked grab and go food should be considered over buffet style meals.

Break out areas of meeting rooms will have adequate signage of social distancing to avoid congestion also including signage for avoiding physical contact.

Drink making facilities will be removed in breakout areas to avoid over congestion. Multiple drink stations provided where possible within meeting rooms, so that congestion is limited around these areas and limited to those rooms.

Hand sanitiser will be available at drink stations for attendees to use.

MEETING AND EVENTS – CRIMSON HOTELS HEIGHTENED MEASURES

Floor standing motion sensor sanitising stations are available in shared Meeting & Events areas, where necessary.

On arrival at your meeting room, organisers will need to break a seal to gain access to the meeting room. The seal is intended to act as a visible indicator that the room has not been accessed since being thoroughly cleaned.

A sanitised stationery box and contents will be provided in each meeting room. Hand sanitiser/wipes will also be provided.

Social distancing floor signage is in place.

A dedicated waiter/waitress will serve all refreshment breaks including tea, coffee and any buffet lunch items.

GYM

Please check with Reception about our opening times which will be in line with the latest local Government guidelines.

COLLEAGUES – ACCOR BRAND STANDARDS

ACCOR will provide a comprehensive safety and hygiene training programme which is mandatory for all staff members. This will be online as well classroom-based trainings.

COLLEAGUES – CRIMSON HOTELS HEIGHTENED MEASURES

All colleagues will have their temperature taken twice during their hour shift, once on arrival and then again at an appropriate interval.

Shift patterns will be staggered to ensure that social distancing can be managed in Back of House and changing areas at all times.

A hand sanitising station will be in place at arrival to the staff restaurant, changing areas and staff entrance.

Social distancing floor signage is in place.

Timings for the Staff Restaurant will be extended to ensure that colleagues can enjoy social distancing during break times.

All colleagues will have signed up to the “Crimson Hotels COVID-19 Staff Pledge” which acknowledges that all of us have a duty of care to colleagues, guests and ourselves. This pledge will ensure that our Health & Safety measures are being followed and any matters can be addressed quickly.

SUPPLIERS - CRIMSON HOTELS HEIGHTENED MEASURES

Full PPE must be worn by the person receiving the delivery including mask, gloves and disposable apron. Deliveries are only permitted to the delivery area / loading bay and collected by a colleague at this point.

All external packaging will be removed and immediately disposed of. If necessary, items will be placed in the hotel's own containers and delivered to the relevant department accordingly.

Appropriate signage to support the above will be displayed in this area.