

THE RE-INVENTED DELEGATE EXPERIENCE: WHAT TO EXPECT

1. ENHANCED CLEANING PROTOCOLS

- Ozone generator cleaning in all rooms between guests
- Increased cleaning in public areas, using hospital grade products
- Complimentary hand gel in every bedroom and meeting space
- New hand sanitiser stations throughout the hotel

2. GUEST WELLBEING MEASURES

- Thermal imaging temperature checks for all guests upon arrival
- Directional signage and controls to reduce congestion
- New luggage sanitising process for guests staying overnight

3. EMPLOYEE SAFETY INITIATIVES

- Thermal imaging temperature checks upon arrival
- Specific training on new Covid-19 safe processes
- Uniform adaptations to incorporate Personal Protective Equipment
- Installation of protective screens in front of house areas

4. PHYSICAL DISTANCING MEASURES

- Appropriate physical distancing measures throughout the hotel
- Furniture re-configuration in public spaces and restaurants
- Express check-in and check-out available to all guests
- Amended restaurant service methods to reduce close contact
- Contactless payment methods, including Apple Pay and BACS

