The Montcalm
London

Looking after our team and guests has, and always will be, our first priority and we would like to take this opportunity to thank all of our team members for their strength and commitment during these difficult times.

We have taken extra precautionary measures at all our hotels as the safety of our guests and team is our utmost priority. We take the utmost care to ensure every stay with us is safe, clean and comfortable.

We care and we will protect our guests and employees by introducing additional measures to safeguard their wellbeing.

Our hotels can ensure safety and comfort for our guests with the enhanced technologies, including sprayers with hospital-grade disinfectant to sanitize surfaces.

GUEST ARRIVAL

- Guests temperatures will be checked upon arrival
- During check-in, guests will be offered a complimentary bottle of water on arrival in the lobby
  There will no minibar in the room, guests are advised to request any services to the reception team
- Guest contact areas will be sanitized after each interaction (e.g. front desk, lifts and all common areas)
- No Cash payments will be allowed
- Doormen and bellboys will be wearing gloves and sanitize luggage before bringing them up to the room
- Social distancing will be promoted throughout the hotel with signage on display as a reminder
- High-touch areas will be sanitized throughout the hotel on a regular basis
- Hand sanitizers will be located throughout the hotel

GUEST ROOMS

- Personal Protective Equipment kits will be provided for guests
- Decorative items will be removed (e.g. Cushions, Bed throws, Newspapers, Magazines, Guest Directory, Iron & Ironing Board, Hairdryers. Guests will be advised to contact Reception for any services
- All glassware will be sterilized daily
- All used rooms will be disinfected between each guest stay

FOOD & BEVERAGE

- In room dining – We will provide a limited In-Room dining Menu during the day
- Breakfast on the go will be offered for the guests who do not want to dine in the restaurant
- A la carte Breakfast – There will be no Buffet for English Breakfast, A La Carte menu for Breakfast will be served
- Restaurants and bar floor plans will be arranged to meet local guidelines on social distancing
- All restaurant guests will have their temperature checked at the Reception of the restaurant
- There will be scheduled sanitising of all shared surfaces

GYM & SPA

• The Wellness Area is open and following Government Regulations, please contact our Reception team to book a slot so we maintain social distancing to keep our guests and team safe
• Spa - If you are planning to visit in the future, our team will respond to all your enquiries on reservations@themontcalm.com

MEETINGS & CATERING

• All meeting and event floor plans will be arranged to meet local guidelines on social distancing
• All spaces will be thoroughly sanitized daily with high-touch areas sanitized hourly
• Personal Protective Equipment kits will be provided to every guest
• Hand sanitizers will be located throughout the hotel
• Social distancing will be promoted with signage at all events
• All third parties (e.g. florist, audio visual, entertainers) must strictly follow the hotel standards

OUR TEAM

• All visitors to the hotel including colleagues and third parties will have their temperature checked on a daily basis
• All colleagues are mandated to practice COVID-19 cleaning & sanitizing protocols and to observe social distancing both at the front and heart of the house
• Continuous training will be provided to ensure protocols are adhered at all times
• All workstations and colleagues's shared areas, both front and heart of the house will be planned to maintain social distancing

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Please contact us if you have questions or require additional information about our precautionary measures and protocols. The Montcalm Hotels continues to be committed to the health and wellness of all our colleagues and guests. Keep well and stay safe.

For any questions, please email The Montcalm Hotels Reservations at reservations@themontcalm.com

The Montcalm 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.

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 Montcalm guest.

Our doors are open again and we ready to welcome you.

**** Subject to change at any moment depending on government guidelines*