



THE PARK HOTEL
LONDON
AN ALL SUITE HOTEL



COVID-19 Cleaning & Operational Protocols

a guide to enhanced cleaning and disinfecting protocols
and our commitment to a safe guest and employee experience



OUR PROMISE

The health and safety of our guests and employees is our top priority. This is why we have created enhanced cleaning and disinfecting protocols that support our commitment to a safe stay experience. Our doors are always open - when you are ready to travel, we will be waiting.

CLEANLINESS PLAN + ON-GOING TRAINING AND COMMUNICATION | We have developed a cleanliness plan that is being used as the blueprint of our elevated efforts to keep our hotel safe for both our guests and team members. We have appointed cleanliness ambassadors responsible for implementing and communicating updates to our cleanliness protocols and ensuring compliance and training for our employees.

ENHANCED CLEANING PROTOCOLS | We have implemented elevated and more frequent cleaning and sanitizing protocols for all hotel spaces with focus on high-touch and high-traffic areas.

EVENT NOTIFICATION PROTOCOLS | If we are alerted to a case of COVID-19, we will immediately report the incident and work with local health authorities to obtain the facts and guidance on necessary steps to be followed.

HYGIENE + PERSONAL PROTECTIVE EQUIPMENT | We are promoting frequent hand-washing and the use of PPE for all our team members. We are providing guests with multiple hand sanitizing stations and have removed shared used items.

PHYSICAL DISTANCING | We have provided signage, modified seating arrangements in all common spaces, as well as installed protective barriers in an effort to ensure physical distancing.



ARRIVAL + SHARED SPACES

BUSINESS CENTRE

computer and printing equipment cleaned and sanitized after guest use

CLEANING + DISINFECTING

enhanced, frequent cleaning and disinfecting with added emphasis on high-traffic and high-touch areas such as buttons and door knobs

ELEVATORS

only 2 guests or guests staying together will be permitted in elevators at the same time / elevators will be cleaned on an hourly basis

SANITIZING STATIONS

dispensers placed in high-traffic areas such as near entrance, by elevators, in breakfast area and near meeting spaces

PARKING

self-serve underground parking with tap entry for contactless access

PUBLIC RESTROOMS

enhanced cleaning and disinfecting once every hour or as required after high traffic periods

LUGGAGE CARTS

sanitized after each use

SEATING IN SOCIAL SPACES

modified furniture arrangements including the removal or spacing out of fixtures to provide adequate spacing between seats

SIGNAGE

physical distancing signage and floor decals in high-traffic and waiting areas



RECEPTION

EMPLOYEE CARE

employees will be mindful of high-touch areas such as counters and will ensure proper disinfecting between guests

HAND SANITIZER

dispenser available at reception desk

KEY CARDS

to be sanitized between guest stays and a designated container provided to guests for key drop-off upon check-out

PAPERLESS CHECK-IN

discontinue signing of registration card / contactless verification of guest ID

PAPERLESS CHECK-OUT

electronic receipts will be provided to guests upon departure

PAYMENT

accessible placement and disinfecting of payment terminal after each use

PHYSICAL BARRIERS

plexiglass protective screen installed at the front desk to promote social distancing between guests and employees

PERSONAL PROTECTIVE EQUIPMENT

employees to wear masks at all times while in public spaces and ensure adequate hygiene such as frequent hand washing and/or use of gloves

SIGNAGE

physical distancing floor decals in front of the front desk area to remind guests of physical distancing requirements



GUESTROOMS

ENHANCED CLEANING

deeper cleaning between guest stays with a focus on high-touch items such as handles, knobs, buttons, light switches, temperature controls, and remote controls

EMPLOYEE PPE

employees to wear masks and gloves at all times when in guestrooms

CLEANING SUPPLIES

increased focus on utilizing correct chemicals for each surface of guestroom as recommended by our cleaning supplier and in accordance with industry standards

DELIVERY

additional amenities such as extra pillows, toiletries, in-room alcohol purchases, and Jack Astor's room service to be delivered via contact-less room drop-off

FURNITURE + FIXTURES

enhanced cleaning and disinfecting of all hard surfaces and furniture items as well as small appliances such as hairdryer and iron

STAYOVER HOUSEKEEPING SERVICE

daily stayover housekeeping service has been discontinued in order to minimize exposure | service available by request only and to be scheduled at a time when the guest is not in the room | service will include the replenishment of items such as toiletries and towels and removal of garbage

EXTENDED STAY HOUSEKEEPING SERVICE

extended stay (7+ nights) service will be scheduled at a time when the guest is not in room

REMOVAL OF ITEMS

removal of non-essential items such as magazines and directories / removal of unused single use items such as toiletries, pens and notepads, coffee pods, etc



FOOD + BEVERAGE

BREAKFAST

Discontinued breakfast buffet - replaced with individually wrapped, grab-and-go menu items

COFFEE STATION

frequent cleaning and disinfecting as needed / individually packaged stir sticks

FOOD DISPLAYS + APPLIANCES

removal of all self-serve appliances such as waffle-maker and toaster oven / elimination of shared items such as condiments and replaced with single use items

FOOD SAFETY

appropriate protective equipment such as masks and gloves to be worn by employees at all times / compliance with all industry and municipal food safety protocols

HAND SANITIZER

dispenser available in breakfast/bar area

PH LOUNGE + SOCIAL RECEPTION

bar equipment sanitized frequently, modified procedures for garnishes, employees to wear protective equipment such as masks and gloves

ROOM SERVICE

contactless delivery to guestroom in market bag / payment via phone at time order is placed

SEATING IN SOCIAL SPACES

modified furniture arrangements including the removal or spacing out of fixtures in an effort to provide adequate spacing between seats



FITNESS

EMPLOYEE PPE

employees to wear masks and gloves at all times when in fitness room

BY APPOINTMENT

in order to promote physical distancing, use of the fitness facilities will be strictly by appointment with only 3 guests permitted per each 1 hour time slot

ENHANCED CLEANING

deep cleaning and sanitizing of fitness room including equipment and high-touch areas to be cleaned to be performed in between each appointment time slot

FITNESS ALTERNATIVES

information and directions to alternative fitness locations such as parks and trails will be posted in fitness room

PHYSICAL DISTANCING

physical distancing floor decals and signage posted throughout space to encourage safety practices by guests

RESTROOMS

no access to restroom/shower/change area / guests will be required to use their individual guestroom restroom facilities

SANITIZER STATIONS

hand sanitizer dispenser available at entry into fitness room / sanitizing wipes provided for guest use if required

SAUNA + JACUZZI

suspended until further notice

TOWELS

towels will be provided to each guest upon access into fitness room



MEETINGS + SOCIAL EVENTS

AUDIO VISUAL

audio visual equipment such as cables, LCD projectors, video conferencing equipment, and remote controls will be cleaned and sanitized after each event

BEVERAGES

removal of water pitchers to be replaced with individual sized water bottles for each attendee / removal of coffee carafes to be replaced with stationary coffee stations

CLEANLINESS

deep cleaning of hard surfaces including chairs, sanitizing of all high-touch areas and items

GUEST FLOW

floor decals and signage in meeting rooms to encourage physical distancing and safety practices

MEALS

revised buffet-style menu offerings to include pre-packaged and grab-and-go items / buffet areas to be placed inside meeting room

ROOM SETS

modified seating capacities to respect the 2m/6' physical distancing parameters to be review for individual event requirements

SANITIZING STATIONS

hand sanitizing dispenser floor stand placed at entrance to meeting room area / hand sanitizer provided inside each meeting room

SHARED ITEMS

discontinue the use of shared items such as condiments