

Coronavirus Health & Safety statement

Re- opening date: 1st August 2020

At K West we care deeply about our family of employees, clients and our community. As the country makes progress in these challenging times the team at the hotel has been working on developing operational plans for reopening the hotel in line with us coming out of lockdown which include: employee and guest health; employee responsibilities; guest journey and enhanced hygiene and cleanliness procedures.

We are closely monitoring government policy changes and will continue to refine, update and make changes as necessary or appropriate to our standard processes and procedures.

This document presents what we will do to keep our guests, employees and our community safe.

Each operating department has its own detailed set of procedures to make guests feel safe and comfortable.

Employee and Guest Health

Physical Distancing: Guests will be advised to practice physical distancing by standing at least 2m away from other groups of people not traveling with them or moving around in any other areas or outlets in the hotel. Restaurant and bar tables, and other physical layouts will be arranged to ensure appropriate distancing. Employees will be trained to practice physical distancing by standing at least 2m away from guests and other employees.

Hand Sanitiser: Antibacterial hand sanitisers will be available throughout the entire hotel.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. In addition, we are looking to employ our own in-

house full-time occupational nurse to assist with in-house guests, our team and liaising with the health authorities.

Employee's Responsibilities

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including all hotel operations: Front of House, Housekeeping, Food & Beverage and Public Areas team.

Personal Protective Equipment (PPE). Appropriate PPE may be worn by the employees based on their role and responsibilities and in adherence to government regulations and guidance.

Daily Shift & Timekeeping. All departments will stagger employee arrival times to minimise traffic volume in front and back of house.

Back of House Cleaning. The frequency of cleaning and sanitising will also increase in all back of house areas.

Shared Equipment. Shared tools and equipment will be sanitised before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, computers and other communication devices, payment terminals, kitchen implements, engineering tools and all other direct contact items used throughout the hotel

The Guest Journey

Guest Arrival

Appropriate signage will be prominently displayed outlining current physical distancing practices and health guidelines throughout the hotel.

We will send an online pre-payment link to all guests to eliminate use of pdq machines and to reduce time spent at desk.

All equipment and payment terminals will be sanitised after each use, and disinfection wipes will be available for guests should they need to sanitise their personal belongings.

We are working on introducing a system where the guests can check in and access their room using their personal mobile devices, via an app..

We are implementing increased cleaning procedures in all public areas including button panels in the elevators, corridor floors, public rest rooms and other areas at increased intervals.

Cleaning products and Protocols

Our hotel uses **Aqua Air** cleaning products and protocols, and their **Xtra-Protect**, fast acting sanitiser have been lab tested to British Standard BSEN 14476 and are approved for use and effective against viruses, bacteria and proven to kill Coronavirus.

The **Xtra-Refresh Pro**, fogging machine with the Extra Protect solution will be used to disinfect all the areas in the hotel prior opening, all public areas on regular basis and every bedroom after each guest use.

Guest Rooms. Detailed cleaning and sanitising protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, Crave tablets and telephones, light switches, AC control panels, and flooring.

Room attendants may use appropriate PPE and gloves and masks, when cleaning guest rooms, following government advice. Rooms will only be serviced when unoccupied.

Magazines, spa brochures and all hotel collateral will be removed from the bedrooms.

All bed linen and laundry will be changed regularly and continue to be washed at a high temperature and in accordance with government guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

The frequency of air filter replacement and AC system cleaning has been increased and fresh air exchange will be maximised as all our windows can open in the bedrooms.

Restaurant and Bars. Restaurant and bar will reduce seating capacities to allow for a minimum of 2m between each seated group/party of guests. There will be no buffet style service and only a' la carte menus will be available. One single use of menu / printed A4.

Only table service will be available and all equipment e.g PDQ machines will be sanitised after each use.

Meeting Spaces. Meeting arrangements will allow for physical distancing between guests in all meetings and events, and in line with the government guidelines.

Buffet style meals won't be available, and will be replaced by an a la carte menu choice.

Important information: Spa & Gym Facilities

The Spa and the gym will re- open on the 1st August 2020.

Please note that we might be offering limited services in line with government recommendation.

Once the facilities re-open the following guidelines will apply:

K SPA

Guests arrival/Reception:

- Hand sanitisers will be available throughout all the facilities
- We will encourage our guests to book online and pre pay for treatment and spa use
- We will not be accepting cash payments
- Key cards will be disinfected after each guest/member
- Distance between arriving guests and receptionist will be required
- No testers will be available for guests for self-service; therapists/receptionists will offer products to test using disposable spatulas

Treatment Room:

- Disposable masks and PPE may be used by the therapists, in accordance with government guidelines
- Cleaning of all products and equipment with disinfectant will be implemented

Nail Bar:

- Disposable masks and gloves to be used during all treatments
- Only two guests at a time allowed in the nail bar
- UVC sterilising lamps to be used for the equipment
- Disposable nail file for each guest

Relaxation room :

- Relaxation beds / head phones will be sanitised after each use

The wet spa:

- Limited number of guests will be allowed in the wet spa area at a time
- Spa use will be limited to 2h per person
- Frequent sanitising of the vanity units and lockers in the changing rooms

The gym:

- Hand sanitiser to be available through the gym
- Members are to keep social distancing and numbers within the gym will be limited
- We will introduce even more frequent sanitising of equipment on the floor and in the studio.



We proudly hold the AA COVID Confident Accreditation, ensuring the safety of both our guests and colleagues

The AA COVID Confident Accreditation indicates our team have put in place the necessary risk assessment, safety measures and team member training in line with UK Government Guidelines.