



## Coronavirus Update December 2020

At K West we care deeply about our family of employees, clients and our community. 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.

### What to expect during your stay

#### ARRIVAL

Check in time 3.00pm / Check out time 11.00am.

Guests are able to check-in and check-out, as well as access their room, using their personal mobile devices, via an app.

#### RESTAURANT & BARS

**Studio Bar** is currently open on Friday and Saturday evenings from 4.00pm - 11.00pm, with an à la carte menu available. Currently the bar will remain closed from Sunday to Thursday. Please note that last orders will be at 10.00pm and opening times are subject to change at short notice, in line with government guidelines.

**Studio Kitchen** is open for breakfast on Saturday and Sunday from 7.30am until 12.00pm and for pre-booked spa lunches.

The great news is that breakfast, lunch and dinner is available daily through room service.

Please note that all visitors at Studio Bar and Kitchen are expected to use the Track and Trace application on arrival.

#### K SPA & GYM

**K Spa** is fully open for treatments and wet spa facilities in line with government guidelines, and the number of guests able to use the facilities at any one time will be limited.

Both treatments and wet spa access require booking in advance. Wet spa access can be booked via 1 hour time slots at £15 per person for hotel guests or those who have booked a treatment. For non-hotel guests and those without a treatment booked, a spa

day, including use of the wet spa and gym can be booked for £25 per person.

All spa treatments are available as usual. Please contact the hotel in advance to book your preferred time slot via email (**book@k-west.co.uk**). For more information regarding spa opening hours and time slots, please visit our website.

Please note that all K Spa visitors are expected to use the Track and Trace application on arrival.

## **GYM**

For hotel guests, K Fit is complimentary and open 24 HOURS.

For members, K Fit is open from 6.00am - 11.00pm, with changing rooms available between 10.00am – 9.00pm only. Please note that members will be able to use the Wet Spa by appointment only.

## **PARKING**

Private parking is available at £29 for 24 hours and operates on a first-come-first-served basis, therefore, we are unable to reserve a parking space for you in advance.

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## **Hotel procedures to keep you safe**

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

**Social Distancing:** Guests are advised to follow social distancing measures in line with Government advice, where possible.

Restaurant and bar tables, as well as other physical layouts are arranged to ensure Social distancing can be adhered to. Employees are trained to practice social distancing from guests and other employees.

**Hand Sanitiser:** Antibacterial hand sanitisers are available throughout the 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. We have also employed 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 have received training on COVID-19 safety and sanitisation 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 teams.

**Personal Protective Equipment (PPE).** Appropriate PPE is worn by the employees based on their role and responsibilities and in adherence with government regulations and guidance.

**Back of House Cleaning.** The frequency of cleaning and sanitisation has increased in all back of house areas.

**Shared Equipment.** Shared tools and equipment is 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.

**Guest Arrival.** Appropriate signage is prominently displayed outlining current social distancing practices and health & safety guidelines throughout the hotel. We send an online pre-payment link to all guests to eliminate use of pdq machines and to reduce the time the guest spends checking-in.

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

We have implemented increased cleaning procedures in all our public areas.

## 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 effective use against viruses and bacteria and proven to kill Coronavirus.

The **Xtra-Refresh Pro**, fogging machine with the Extra Protect solution is used to disinfect all the areas of the hotel.

**Guest Rooms.** Detailed cleaning and sanitisation 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 are using appropriate PPE and gloves and masks when cleaning guest rooms, following government advice. Rooms are only serviced when unoccupied.

Magazines, spa brochures and all hotel collateral have been removed from guest rooms.

All bed linen and laundry is changed regularly and continue to be washed at high temperatures. 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 is maximised as all bedroom windows can be opened.

**Restaurant and Bar.** Our restaurant and bar has reduced seating capacities to allow for social distancing. Our à la carte menus are available via QR codes or single-use printed menus. Only table service is available and all equipment e.g. PDQ machines are sanitised after each use.

**Meeting Spaces.** Meeting spaces are arranged to allow for social distancing between guests, in line with the government guidelines. Only the à la carte menu is available.

## **K SPA**

### **Guests arrival/Reception:**

- Hand sanitisers are available throughout the spa facilities
- We encourage our guests to book online and pre-pay for treatments and spa use
- No cash payments at this time
- Key cards are disinfected after each guest
- Social distancing between guests and our reception team is required

### **Treatment rooms**

- Appropriate PPE is used by the therapists, in accordance with government guidelines
- Cleaning of all products and equipment with disinfectant implemented after each guest

### **Nail Bar**

- Disposable masks and gloves are used during treatments
- Only two guests allowed in the nail bar at one time

- UVC sterilising lamps are used to sterilise the equipment
- Disposable nail files are used

#### **Relaxation Room:**

- Relaxation beds / head phones are sanitised after each use

#### **WET SPA**

- Limited number of guests allowed in the Wet Spa area at one time
- Frequent sanitisation of the vanity units and lockers in the changing rooms

#### **GYM:**

- Hand sanitiser is available throughout the gym
- Members are required to social distance and numbers within the gym will be limited
- Increased sanitisation of equipment on the floor and in the studio implemented



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.