

REOPENING SAFELY & RESPONSIBLY

At the Lancaster Hotel and Spa, the health and safety of our guests and staff are our priority.

We have a fully trained and briefed team at the hotel, all of whom have your wellbeing as their number one priority. Since the outbreak commenced, we have kept ourselves fully informed and our hotel management team have introduced appropriate risk mitigation measures.

We have implemented strict hand washing and hygiene procedures amongst our team and have drawn up an emergency plan to protect both our guests and employees. We are fully stocked with all relevant cleaning and disinfection products to help combat the spread of COVID-19, along with all hotel essential supplies.

We are temporarily stopping the breakfast self-service buffet and other table food service, however we can recommend local food outlets as required.

Cleaning and Sanitisation procedures

In addition to our normal cleaning procedures, the public areas, the main entrance, reception, door handles, counter tops, tables, handrails and other key touchpoints are being sanitized and disinfected frequently each day using the recommended disinfection products. Guest rooms are receiving additional cleaning upon departure paying particular attention to hightouch points. We have added hand sanitiser to our public areas. We would like to reassure all our guests that we are closely monitoring the developing situation and following the guidance of Public Health England, the NHS and our Government.

We are very much open for business as usual, and only request that our guests follow our lead by hand washing regularly, catching coughs or sneezes in a tissue and by reducing handshakes and other physical contact, as well as exercising social distancing.

We look forward to welcoming you to our great hotel at this time and would advise you to check the Gov.UK website for the most up-to-date information:

www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public