

Covid-19 Protocol

Welcome to our latest update following the most recent Government announcement.

England has been in National Lockdown since Wednesday 6th January 2021. Details of these restrictions can be found here: [National lockdown: Stay at Home - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

In line with the latest UK Government Covid-19 announcement, we plan to reopen Le Kalon Spa on the 12th April 2021. We will be offering massages; beauty treatments and the use of the gym will be permitted. However, please note that the sauna and Hammam steam room will remain closed until further notice. Should you choose a treatment that offers the use of the Hammam, we would be delighted to offer some alternative options.

Accommodation is still available for those that meet the criteria outlined under lockdown guidelines. Our Food and Beverage departments and leisure facilities will be closed whilst these restrictions are in place.

Complimentary water will be provided in the bedrooms and we can offer a 'grab and go' breakfast to take away or served to your room if required.

Whilst we have always taken great care of health and hygiene you will be pleased to hear that we are now completely obsessed with it and have even signed up for the Visit Britain 'We're Good To Go' Protocol to make sure we miss nothing in our efforts to make The Bentley London Hotel a comfortable environment for our guests, customers, team members and support service companies.

To help us do so, we are asking you to come another time if you have had any Covid-19 related contact within the last 14 days or are feeling unwell. Our staff too are taking care to let us know if they are unwell and will be sent home to self-isolate if they develop symptoms.

Social distancing is important so we have introduced some measures described below, which we would ask you to adhere to keeping us all safe.

The sanitiser we are using throughout the building is hospital standard and we are carefully cleaning all touch points more frequently – door handles, lift buttons, pens, keys and hard surfaces. So we can proudly say



Reservations

As part of the test & trace programme, we will ask you to provide your full address, phone number and email address online, in writing and in advance which will save you from having to complete a form at the desk.

We will also ask for your estimated arrival time to be sure we are ready for you.

If you are experiencing symptoms, feeling unwell or have, within the past 14 days, been in contact with someone who has developed Covid-19 or if you have travelled through or from a country where our government requires you to quarantine, please cancel and rearrange your visit for another time.

We offer fully flexible reservations which can be cancelled without charge up to 24 hours in advance of arrival so if your plans change suddenly, you can cancel up to 14.00 hrs on the day prior to arrival. After this time, you would be charged for the first night only.

Arrival

The doors are currently locked to keep everyone secure but the Duty Manager will be in the lobby to let you in and will take your temperature using a handheld thermal thermometer. Access will be denied if your temperature is above 37.8 degrees centigrade.

We aren't offering full luggage services as yet but if you have difficulty, let us know and we will help

Please do not make physical contact with any member of staff. Person to person contact between staff & guests or staff & staff is not permitted.

You will find hand sanitiser at the door and also near the lifts and at reception. Screens at both reception and concierge will protect you and our team members, who will also be wearing masks.

You will be asked to sign your registration card, using a sanitised pen and we will charge your stay to your card in advance to save you from having to check out on your departure day.

You will be given your pre-sanitised room key and will then be good to go to your room.

We are mainly allocating rooms on the lower floors so that it is easy for you to use the stairs as lift usage is limited to one family party or one individual at a time.

Our business centre computers are closed for the moment as is the hotel gym.

The wearing of face coverings by members of the public in all hotel public areas is now mandatory.

Bedrooms

Your room will have a little less inside it these days. Only essentials and all touch points will have been specifically and carefully disinfected. When you check out, the room will be left for 48-72 hours before being cleaned and sanitised ready for the next guest.

We won't be cleaning your room during your stay unless you specifically request the service in advance so that we can make the arrangements to do so while you are out.

If you need anything – just call the front desk and we will deliver to your room, leaving it outside if you are in the room.

Social Distancing and Service

Only pre-booked and registered guests are allowed onto the bedroom floors.

Please be patient and respectful of other guests and our team members to allow safe social distances to be maintained.

Remember to observe the 2 metre rule wherever you are in the hotel. Our staff will be maintaining this rule between themselves whenever possible and with our guests.

Only one household in each lift at any time. If the lift is occupied when you call it, wait for the next or take the stairs.

Breakfast

The breakfast buffet option has been temporarily suspended so for the moment, we are offering a grab & go breakfast in a bag option which you can either take with you or we can leave outside your room for contactless delivery. Please let us know if you would like this service and we will advise what is available.

Check Out

Very simple – just drop the key at the desk as you go! We will email your receipt or print it out if you need to take a paper copy.

As we are not currently offering luggage handling services, there is currently no charge for late check out up to 4pm so you can leave your luggage in the room.

Finally, we know we don't need to remind you but we are going to anyway!

Keep your distance – 2 metres if possible – or at least 1 metre with a face covering if not

Wash your hands regularly for at least 20 seconds each time. Don't forget to moisturise those poor hands too – we have extra moisturiser if you need.

Remember to cough or sneeze into a tissue and bin it or use your elbow or arm, never your hand (we know, it's difficult 😞 but keep trying)

Wearing a face covering is now mandatory in all public areas of hotels, on public transport and in all shops – let us know if you need a mask or gloves

Sanitise your hands if you are unable to wash them

If you don't feel well during your stay, please stay in your room and tell us

So, to close, thank you for reading this and for coming to stay. We will be continually monitoring and revising our policies in line with changing events and government instructions.

We are very much looking forward to welcoming you to the hotel soon and if you have any questions or queries, please let me know.

With warmest regards

Eva Leigh
Hotel Manager
Monday 12th April 2021

Advice taken from:

- [UK Government](#)
- [UK Hospitality](#)
- [HSE](#)
- [World Health Organisation](#)