



The Guardsman

BUCKINGHAM GATE

**SafeGuard**sman

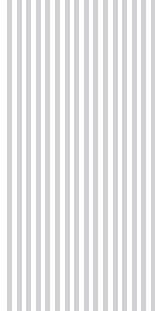
OUR PROGRAMME THAT KEEPS ALL OF US SAFE

L.V.X.<sup>™</sup>

*Preferred*

HOTELS & RESORTS

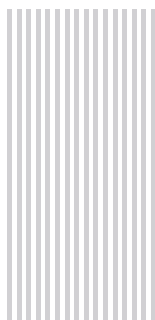




## WELCOME TO THE GUARDSMAN

The Guardsman is ready to open its doors and we're looking forward to welcoming you. For your peace of mind and everyone's safety, we've developed a programme to ensure our Hotel meets or exceeds all Government and Public Health England guidelines. We will be monitoring all Government advice and guidelines and updating our procedures accordingly. This programme is called **SafeGuard**sman, you will see it signposted throughout our Hotel when you visit.

**SafeGuard**sman extends to new cleaning and sanitising processes but also ensures that our team and guests are healthy and protected and that everyone is assured that our Hotel is a clean and safe environment.





## BEFORE YOU JOIN US



### YOUR PREFERENCES

As part of your booking process, we will explain how social distancing and touch-less service have been implemented in our Hotel and we will make you aware of our **SafeGuards**man policies. We will ask you to indicate what level of service you prefer where some degree of contact is required. For example the frequency of housekeeping and whether you would like a turndown service.

We have redesigned our check-in process to minimise the need for contact. To this end, our technology will allow you to securely share Photo IDs and make payments digitally ahead of your arrival.

We will provide some elements of personal protective equipment to all guests staying in our Hotel.





## WHEN YOU ARRIVE



### PARKING

In line with social distancing guidelines, we will no longer offer a Valet Parking service. We will advise you where you should park ahead of your stay.



### WELCOMING YOU

Our team will extend a warm welcome upon arrival but will do so with social distancing in mind. **SafeGuard**sman sanitising stations will be available as you join us and temperature checks will ensure all guests' well being.



### LUGGAGE

To limit contact, we will assume that you would prefer to carry your luggage. If this is not the case, a member of our team wearing single-use gloves will assist you.



### CHECKING IN

Contactless payments and pre-payments will be used wherever possible. You will be able to check-in online on arrival. You will be able to access your room via smartphone so no need for keycards.



### ACCESSING YOUR ROOM

One way systems and clear **SafeGuard**sman signage will guide you through the Hotel and lifts ensure your well being. Our team will be on hand to guide and assist wherever necessary.









## YOUR ROOM



### PREPARING YOUR ROOM

Before you arrive, our housekeeping team will clean and sanitise your room. All high-touch points will be cleaned using sanitisers and **SafeGuard**sman messaging will be present. Personal Protective Equipment is worn by our housekeeping team and your room will be sealed once it is cleaned and sanitised ready for your arrival.



### YOUR SPACE

Once you are in your room, it is your personal space. Our team will not enter without your expressed permission. If you wish, we will clean your room as usual during your stay and offer a daily turndown. Both of these services are optional and at your discretion and we will ask you to opt in to them if you would like either or both.



### A SEAL OF APPROVAL

For peace of mind, any in-room amenities such as minibar items and bathroom amenities are both single-use and kept in sealed, sanitised containers. Some things that you would expect to see will now be delivered on request. Bathrobes and magazines will be available free of charge but won't be left in your room as a matter of course.



### SCREEN TIME

In order to remove all printed material from your room, a welcome letter will be on screen when you arrive and all essential information is easily available through your TV. This includes in-room dining menus, mini-bar price lists as well as information on all Hotel services. A **SafeGuard**sman section will explain all the measures we are taking to ensure your well being.







## BEYOND YOUR ROOM.



### BEING HOSPITABLE

Our team will be on hand to welcome you and look after you during your stay and will always observe social distancing practices when doing so. For your safety and peace of mind, our team will wear face masks where appropriate.



### PUBLIC SPACES

When you move around the Hotel, you will notice that seating has been arranged to allow social distancing. You will also notice that our Hotel is just as immaculate as usual but **SafeGuard**sman signage will highlight high-touch areas that are frequently sanitised along with schedules for doing so and products used. You are more likely to see cleaning in progress due to its frequency.



### HAND SANITISERS

There are **SafeGuard**sman hand sanitising stations for you to use at convenient locations throughout the Hotel. Where possible these are touchless.



### KEEPING CLEAN

When you do wish to interact with a member of our team, any exchange will be followed by a cleaning and sanitisation of any surfaces and materials used. As a matter of course, our team will clean and sanitise reception and work areas regularly.





## EATING AND DRINKING



### RESTAURANTS AND BARS

We have arranged our restaurant and bar to allow for social distancing as well as the recommended minimum distances between guests and service areas.

If you would like to dine with us, we will ask you to make a reservation in advance so that we can minimise your waiting time and ensure that you can be accommodated. As a Hotel guest, you will be given priority access to our restaurant and bar at all times.

Table service will be available at all times of day including breakfast. Buffets are no longer offered but single-serving pre-packed meals will be available.



### MENUS

Once seated at your table, menus will be presented safely and hygienically. These may include single-use printed menus and you are also able to view our menus on your smartphone. We are developing an app that will allow you to place your order straight from your phone.



### ROOM SERVICE

As always, room service will be available at all times but now with contactless service. When your order is ready, we will deliver it and place it on a stand outside your door, knock and step back allowing you to enjoy your food without the need for a member of our team to enter your room.





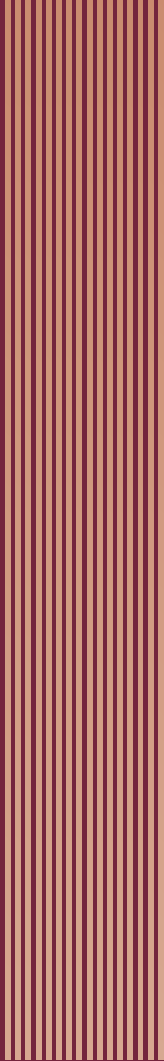
## FOOD PREPARATION

Where it's appropriate, we will offer you individually packaged single servings. We will have a range of sealed, pre-packed dining options available to you throughout the day. Fresh food will continue to be prepared in our kitchens on a daily basis and in a regularly cleaned and sanitised environment. Appropriate personal protective equipment will be worn by all service and kitchen team members. When seated at a table, you will be attended to by one member of our team from start to finish.




### STAY IN TOUCH

If you have any questions about our **SafeGuard**sman programme or would like more information before booking a stay, please get in touch.

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