



STAYING SAFE AT THE HENRIETTA HOTEL

We have implemented even greater standards to all aspects of our operations in order to safely welcome our guests and team members to our hotel and restaurant.

A SAFE ENVIRONMENT FOR OUR GUESTS

Cleaning throughout the hotel is in accordance with Public Health England and Government guidelines. This is even more frequent with an emphasis on high touch point areas, including the hotel entrance, restrooms, door handles, lift buttons, counter tops and railings. Masks must be worn by staff and guests in all areas of the hotel. Sanitiser and disposable masks are available at the reception desk.

The frequency of room cleaning is tailored to guest's individual requirements. Bed linen, towels and guest laundry is washed in accordance with CDC (Centres for Disease Control) guidelines at our laundry company. Room keys are sanitised frequently. Guest luggage is sanitised following its handling by our team.

In anticipation of individual guests preferences, housekeeping staff will not enter a guestroom unless specially requested.

We will avoid back-to-back usage of rooms, with 48 hours between guests to allow for deeper sanitisation practices.

Strict protocols are in place for staff in our kitchens, restaurants, room service, bar and private event spaces. All staff will sanitise their hands each time they serve or touch food.

There is regular cleaning of all air filters and air conditioning systems.

We use the government 'track and trace' system throughout all areas of the hotel and restaurant.

LOOKING AFTER OUR TEAM

We are doing everything we can to ensure our valued hotel team are taking every precaution to ensure a safe working environment. They are required to take increased, frequent breaks to wash and sanitise their hands and are provided with PPE including fabric and disposable masks, which will be changed every 4 hours.

SOCIAL DISTANCING

Guests are advised and encouraged to practice social distancing of at least 2 meters/6 feet from individuals and groups of people they are not travelling with.

Our restaurant will have an updated seating plan so that guests can dine at a safe distance from others. All family style and buffet dining experiences has been removed.

We are available at all times to answer any questions you may have regarding hygiene and safety.