

WELCOME

Andaz London Liverpool Street is deeply rooted in the vibrant East London community, effortlessly blending the site's heritage from the late nineteenth century with today's contemporary culture and design.

Part of the Hyatt portfolio, Andaz London Liverpool Street is global in scale while local in perspective.

We believe that the only true way to embrace a locale is to experience it through every one of the senses. Our hotel, immersed in the ever-changing, creative culture of its native surroundings, draws upon the neighbourhood, fully immersing each guest in the inspiring East London through distinctive expressions of native culture so they feel like a local from the moment they begin their journey at Andaz London.

STAY INSPIRED. STAY SAFE.

With the health & safety of our guests, colleagues & visitors as our top priority, we have followed the guidelines of Hyatt and the UK government to ensure you feel safe & comfortable during your stay with us.

Our check-in desk now features a plexiglass separator and our workstations and touchpoints are sanitised every 30 minutes or after every use.

Team members also wash and sanitise their hands every 30min and after every guest contact.

PUBLIC AREAS

Hand sanitizer is provided at multiple points around the hotel's public areas.

All public areas and regular touchpoints (lift buttons, doorknobs and bathrooms) are disinfected every 2 hours.

Our lifts can accommodate a maximum of two guests at a time and sanitising stations are available inside the lifts.

YOUR ROOM

Our housekeeping teams are equipped with Personal Protection Equipment during cleaning, for both guest and their own protection, and all rooms are sealed after cleaning.

Daily service and turndown will be processed on request only.

Your complimentary minibar is also sealed after being sanitised and can be refilled at any time at your request.

All rooms and suites include a complimentary sanitising kit.

Your room service menu and further room information are available via QR codes placed in your room as an alternative to printed materials.

HERE FOR YOU

THOUGHTFUL AMENITIES

We offer complimentary Wi-Fi and local calls as well as a mini bar stocked with seasonal snacks and non-alcoholic beverages.

AT YOUR SERVICE

For any kind of assistance during your stay, feel free to ask one of the Hosts in the Lounge - or simply call Your Andaz Host using your room phone or any internal phone located on each corridor near the lift.

HYATT HAS IT

Whatever you need, whatever you lost, or whatever you just plain forgot, find *Piece of Mind*. Choose from a selection of complimentary items that are for you to keep from the *Piece of Mind* slide in your in room TV.

COMFORT

If you'd like your bed to be made in any other way, we'd be happy to take care of this for you. Blankets, hypo-allergic pillows, duvets and earplugs are all available on request.

MINI BAR

All non-alcoholic drinks, as well as snacks in your mini bar are complimentary and will be refilled daily. Tea and coffee facilities are also available in your room.

Alcoholic drinks along with a large selection of additional beverages are available through Room Service.

Your complimentary mini bar is sealed after being sanitised and can be refilled at any time at your request.

If required, instructions for the coffee machine are available upon request.

TOILETRIES

Please enjoy the products by British skincare company REN available in your room. Toothbrush, toothpaste, mouthwash, dental floss, shaving cream, razors, comb, deodorant and small bath salts are all available on request. Further personal items are also available on request, check your *Piece of Mind* TV slide for all items available.

BATHROOM

Your traditional London bathroom features local tiling and an environmentally friendly vacuum-based waste water system. To save you time in getting ready, your bath is designed to fill up very quickly. However, please don't leave it to overflow! Bath steps and non-slip bath mats are available on request.

BUSINESS CENTRE

For your convenience, our 24HR Business Centre is located on the first floor opposite the lifts.

IN THE ROOM

Bedrooms are equipped with an iron and ironing board.

SAFE

A digital safe is fitted in your cupboard. To open your safe press 0000. To set your personal code press C followed by your four digits of your choice. Safety deposits for bigger items are available on request.

INTERNET ACCESS

Complimentary Wi-Fi is available both in your room and throughout the hotel.

TELEPHONE

All local calls starting with 020 are complimentary. All other calls are chargeable at the following rates:

National	£1.00/min
Mobile/Cell phones	£3.00/min
International Mobile	£3.00/min
Europe/US/Canada	£3.00/min
Asia/Australia/Africa	£3.00/min
Mid. East/S.America	£3.00/min
Toll free/Intl. operator	£3.00/min

ENTERTAINMENT

Access Smart TV streaming and mirroring for your devices on the 'My Media' tab on the TV Landing Page.

TICKETS AND RESERVATIONS

Our hosts can provide you with maps, directions, tickets to the theatre or any London attraction and restaurant reservations, both in the hotel and elsewhere.

ON CALL SERVICES

Including on call doctor, babysitting, secretarial assistance and courier services, printing, wake up calls and express checkout.

CLOTHING ACCESSORIES

Including cufflinks, bow ties, tights, belts and shoelaces.

VALET SERVICES

Valet services include laundry, dry cleaning, pressing, shoe shine, iron and ironing board, packing service, tie service and repairs.

Laundry is collected at 10:00 AM and returned by 6:00 PM. A later service can collect by 1:00 PM returning the following day by 12:00 PM.

Our express service is available with a 50% surcharge, collecting by 1:00 PM and returning by 6:00 PM or alternatively collecting by 5:00 PM and returning by 12:00 PM the following day.

All laundry prices are listed in the laundry bag, located in the wardrobe. Laundry services are not available on Christmas Day, Boxing Day, New Years' Day, Good Friday and Easter Sunday.

ANDAZ SHOPPING

Andaz London houses the following shops on our premises, open weekdays only:

Grensons Shoes	10:00 AM - 6:00 PM
Travelex	10:00 AM - 6:00 PM
Carr Diamonds	10:00 AM - 6:00 PM

WORLD OF HYATT

Join World of Hyatt, a world filled with thoughtful perks, personal connections and amazing experiences. And it revolves around you.

Safely enjoy your favourite hotel with the World of Hyatt mobile app, offering online check in and check out, keyless entry to your room, access to your invoices and in room requests.

Beyond great locations, luxurious rooms and top-notch amenities, World of Hyatt connects you to people, places and stories at the heart of your world.

You can earn and redeem World of Hyatt points quickly on stays, FIND experiences and in any of our restaurants and bars.

For more details visit www.worldofhyatt.com or ask your Andaz Host.

INFORMATION PRIVACY

Because we consider the privacy and confidentiality of your information to be important, we use your information in accordance with the Global Privacy Policy for guests (located at privacy.hyatt.com) or by request from the Andaz Lounge.

DINING & DRINKING AT ANDAZ LONDON

Menus are available via QR codes so please ensure to bring your mobile phone. If needed, printed menus are available on request. These are sanitised after each interaction for everyone's safety.

Our restaurants' layout has been adjusted to maintain social distancing, please respect this and do not move tables or chairs from the original room arrangement.

Tables are set up on the spot after your arrival to avoid contamination. Sanitising stations are located at the entrance of all restaurants and bars, along with safety guidelines to follow while enjoying a meal with us.

Discover our restaurants & bars below, please check with your Andaz Host the latest opening times or if you wish to make a reservation.

RAKE'S CAFÉ BAR

Rake's, a café by day and bar by night, is the place to escape the buzz of the City. Rake's offers comforting food, fantastic coffee and a specially crafted cocktail menu. You can snack, eat and drink, hosted by our team of individual characters, all with a love of food and cocktails – there's no formality, no rules!

LADY ABERCORN'S PUB & KITCHEN

A destination for the curious, Lady Abercorn's takes its name from an iconic sassy, strong and caring landlady from the neighbourhood, with delights and discoveries to be made by those who know how to ask. Celebrating the local area, Lady Abercorn's serves beer from local breweries and even brew our own, the Lady A, a light IPA, the ideal tippie to accompany food or to be enjoyed as a casual drink.

MIYAKO

Miyako is a popular spot to enjoy authentic yet sophisticated Japanese cuisine in a traditional setting. We specialise in sushi, sashimi and tempura prepared with the freshest ingredients by our team of Japanese chefs lead by Kosei Sakamoto, as well as offer a selection of Japanese sake, beer and wine. If you prefer to take away, we're the only sushi restaurant in the City that offers Bento Boxes.

EASTWAY BRASSERIE

An East End brasserie, Eastway is the answer for those looking for a relaxed London dining experience. Open for all day refreshments and dining, serving reinterpreted classic brasserie favourites including grills, salads and a variety of vegetarian dishes. On the weekend indulge in Eastway's ultimate sharing brunch experience.

1901 WINE LOUNGE

A stylish cocoon with an inviting interior. Enjoy international wines with our selection of small plates, or lounge and indulge in our East London afternoon tea.

PRIVATE DINING & EVENTS

Andaz London includes 15 private dining rooms and event spaces. Our events team will ensure that you host a truly memorable dinner, wedding, soirée, meeting or presentation, all safely. And whether you choose grand Victorian or sophisticated modern surroundings, we'll be able to provide you with state-of-the-art IT and audio visual facilities.

1901 BALLROOM

This magnificent Grade II listed ballroom offers a dramatic visual backdrop for social events and conferences. Featuring an original, stained glass dome preserved through two world wars, it is ideal for weddings, gala dinners, receptions, large conferences and exhibitions.

ANDAZ STUDIO

One-of-a-kind spot in London! Climb a marble staircase to the Andaz Studio, a private dining room with a state of the art show kitchen where chefs from the hotel visit to interact with guests as they cook. Available for private hire, Andaz Studio caters for up to 48 for breakfast, lunch and dinner, or up to 80 guests for cocktails.

With floor to ceiling windows overlooking Liverpool Street, the event room is decorated with an exposed wine cellar and photographs of East London residents evoking a local feel. An excellent place to bring clients you want to impress, hold an important board meeting, or discuss a business plan.

THE MASONIC TEMPLE

One of the most requested spaces is a listed ornate Masonic Temple, a leading example of its kind from the Victorian period. This impressive marble walled chamber has become a favourite venue for photo shoots and private parties.

Please ask an Andaz Host if you would like to view any of our event spaces.