



SAFETY FIRST, WELLBEING ALWAYS

HYATT REGENCY LONDON - THE CHURCHILL

The health and safety of our guests and colleagues is our top priority. As such, Hyatt Regency London - The Churchill has implemented a wide range of new measures throughout our hotel, following guidelines from the UK government and Hyatt, as well as our own health and safety assessment.

We are ready to welcome you whenever you are ready to travel.



INCREASED ROOM CLEANING

- Housekeeping teams use Personal Protective Equipment (PPE) when cleaning
- Rooms are kept vacant for 72 hours between guests
- Enhanced Standard Operating Procedures include additional disinfecting practices
- Collateral has been removed from rooms to reduce touchpoints - menus are available via our TV system
- Guests receive sanitizing wipes in rooms on arrival



INCREASED PUBLIC AREA CLEANING

- All regular touchpoints (elevator buttons, doorknobs, bathrooms, etc.) are disinfected with enhanced frequency
- Disinfecting hand sanitizer is located at multiple points around the hotel's public areas
- Public areas have been configured to comply with UK physical distancing guidelines
- Point of sale terminals are disinfected after each use
- Private gym will be bookable for time slots of 45 minutes, disinfected between use



REDUCED CONTACT

- We are operating a way-in/way-out entrance/exit to the hotel, taking temperature checks of guests on arrival
- Guests and colleagues are divided by a plexiglas screen at reception
- Porterage service is available on request - luggage is disinfected and left outside rooms
- Room service is available as knock-and-go, delivered outside the room door
- Contactless check-out is available - invoices can be reviewed on the room TV or World of Hyatt app with a drop box at reception to leave keys



CARING FOR COLLEAGUES

- All employees have undergone comprehensive COVID-19 training before returning to work
- Daily temperature checks are performed on arrival for all colleagues
- As part of Hyatt's Global Care & Cleanliness Commitment we have established a Hygiene & Wellbeing committee, responsible for the hotel adhering to Hyatt's latest protocols
- New signage to support physical distancing and hand sanitizer stations implemented



TRANSPORT & PARKING

- Face coverings are mandatory on public transport, including taxis and private hire companies
- Please contact us for local parking recommendations on +44 (0)20 7299 2008



BAR AND RESTAURANT

From adjusting our layouts to providing QR code menus, new measures at Hyatt Regency London - The Churchill allow you to socialize safely and enjoy your favourite drinks and meals with us.

- Layout changes and reduced capacity in line with the latest UK government guidelines to allow for physical distancing
- QR code menus viewable online to reduce touchpoints
- Enhanced personal hygiene protocols for all Food & Beverage colleagues implemented (gloves, hand-washing frequency increased, hand sanitizers readily available)
- Increased frequency of existing deep cleaning practices, such as operational systems shared by staff disinfected after every use
- Guests are required to use hand sanitizing stations on arrival and departure
- Guests and colleagues are required to have their temperature checked on arrival
- Removal of shared items like salt and pepper shakers (available on request, disinfected between use), bill folders and pens to reduce touchpoints
- Table service only to reduce close contact
- We are collecting contact details for guests visiting The Churchill Bar & Terrace to support the UK government's track and trace initiative (all info securely stored and destroyed 21 days after visiting)
- Advanced reservations recommended
- Breakfast served a la carte (available to in-house guests)
- Contactless payment preferred with credit card machines disinfected after every use



MEETINGS AND EVENTS

Planning a successful meeting or social event is easier than ever at Hyatt Regency London - The Churchill, with new measures in place for a safe environment whatever the occasion.

Safe Meeting Space

- Revised layout and capacity to allow for physical distancing in line with the latest UK government guidelines
- Clear signage to support attendee traffic flow
- Hand sanitizer dispensers at the entrance to, and within, meeting rooms
- Protective masks given to every event participant
- Enhanced cleaning protocols, including disinfecting rooms during breaks

Technology

- Extensive possibilities for virtual presentations and connectivity
- Optimal Wi-Fi bandwidth to ensure smooth virtual conference calls

Food & Drink

- Enhanced hygiene protocols for all Food & Beverage colleagues
- New food presentation, including single packaged and pre-packaged items
- Clear signage for coffee breaks to support physical distancing
- Bespoke food options available



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