

Organised Grime Squad

Safety & Health Protocol

Guided by our purpose of care and experience delivering world-class hospitality for over 60 years, Hyatt's Global Care & Cleanliness Commitment builds on our existing rigorous cleanliness and safety protocols.

At Great Scotland Yard we have reviewed all the standard operating procedures (SOP) in line with the increased personal health and safety requirements. We have worked with our outsourced housekeeping specialists and our supplier of cleaning and hygiene products to guarantee our adjustments and extra measures are in line with the UK Government and Health Authority requirements, and will follow any changes or updates that are announced.



Increased Room Cleaning

All our housekeeping staff is equipped with required Personal Protective Equipment (PPE) for both the guests and their own safety. This PPE includes, but is not restricted to: protective single use disposable gloves and facemasks.

The reviewed room cleaning Standard Operational Procedures require extra disinfecting practices, further than the regular thorough disinfecting practices that were already in place.



Increased Public Area Cleaning

All our regular touch point areas (elevator buttons, doorknobs, public bathrooms, etc.) are disinfected every 2 hours with disinfectant.

Public areas are arranged to comply with the 2 m social distancing requirement.

Disinfecting hand gel is provided at multiple points around the hotel's public areas and every room floor.



Increased Staff Hygiene

Medical thermometers available for individual body temperature check if required by guest or employee.

Colleague certification, training and recertification process have begun for hygiene and cleanliness. Every Hyatt hotel will have at least one specially trained Hygiene Manager on property, who will be responsible for ensuring the hotel is adhering to new operational guidance and protocols.



Reduced Guest-to-Staff Contact

Safety screens are put in place on our Front Desk to limit the potential spread of the virus through guest-employee contact.

Through our World of Hyatt loyalty program, we can provide our guests with Keyless Entry to their room. We are implementing a Knock & Go room service to promote health and safety for our colleagues and guests by minimising contact.



Leave no evidence.

Let's be 'avin you!

Wine & Dine Safe & Sound

When hunger strikes, visit our digital menu and order online, pick up your order in no time! Let us find you the best seat with enough privacy to create intimate atmosphere while enjoying delightful dishes created from our kitchen. Don't hesitate to enjoy extraordinary drinks from our bar or stick to all-time classics. Perfectly packaged late night snacks are available any time of the day or night.



Increased personal hygiene measures for all Food & Beverage and Culinary teams (gloves and masks, hand-washing practices).

Our food preparation areas follow the strictest hygiene rules and disinfecting practices. All our chefs are required to wear face-masks, hair nets and protective aprons.



Information is available at the public spaces and by the restaurant explaining the special measures.

Compulsory usage of sanitising stations for arriving and departing guests.



Limit or completely eliminate the usage of any shared items (salt and pepper shakers, pens, etc.).

Following the guidelines of the government with the maximum guests per table and table distancing rules.



Advising guests to use contactless payment. Disinfect credit card machines after every use.

Increased frequency for deep cleaning practices on the Restaurant floor and in the kitchen.



Separate bin is provided for PPE (Personal Protective Equipment) of the employees.

Disinfecting all operational systems shared by staff after every use.



Divide tasks between employees to avoid the same person doing serving and cleaning duties.

Following the guidelines of the government with the maximum capacity in our outlets.



Digital menus are available to reduce the risk of cross contamination.

Instructed all vendors and goods receivers to comply with the strictest hygiene regulations.



Leave no evidence.