



Dear Guests,

June 2020

Hope you and your family are keeping well during these difficult and unprecedented times.

As hotel guests begin to return, the standard expectation of hygiene has been elevated to Safe Heaven "where it's cleanliness almost with a double exclamation point after it,"

As it has always been, the safety and security of our guests and team members remain our highest priority. We are doing everything we can to ensure maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve.

KEEP 2 METERS DISTANCE, MAINTAIN SOCIAL DISTANCING AND STAY SAFE

[Health and Hygiene](#)

Aristel Hotels CleanStay with Lysol Protection has developed a program that will introduce a new standard of hotel cleanliness and disinfection to ensure our guests enjoy an even cleaner and safer stay: Aristel Hotels CleanStay with Lysol protection. The program has been developed by experts from RB, maker of Lysol and Dettol, brands trusted for safely disinfecting surfaces.

Aristel Hotels CleanStay builds upon our already high standards of housekeeping and hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use. The program will feature Lysol's trusted cleaning products, solutions and training.

Aristel Hotels are also exploring opportunities to expand the program to include:

When you arrive at the Hotel main entrance, one of our team members will be in their PPE waiting to take your temperature by a digital laser thermometer. In the event of your body temperature be 38 deg and above the hotel will have the right to refuse entry into the premises for the safety of our guests and team members.

When you get your room key, you will see the staff members "They will conspicuously wipe the guest key in front of you before they hand it to you. When you arrive at a desk, you're going to see hotel staff wiping the desk clean in front of you even though there's nothing on it."

You will see that some of the items in the room that could likely be fingerprinted by previous guests — magazines, notepads, guest directory & pens — those items have been removed from the room.

Aristel Hotels CleanStay Room Seal to indicate that guest rooms have not been accessed since they were cleaned.

Extra disinfection of top 10 high touch areas in guest rooms including light switches, TV remotes, door handles and many more.

Our Housekeeping team will not be entering your room during your stay until you have specifically requested. We will provide plastic bags in your room for soiled linens, towels, toiletries & rubbish. If you need them to be changed please call housekeeping & you can leave them outside your room for collection and we will replenish with fresh/clean items and place them back outside your room. This way we will minimise any contact and keep social distancing. We will clean, disinfect and sterilise the room with the seal on the door after you have checked-out to be ready for next guest arrival.

There will be signages in the lobby and we will encourage you to use stairs and only use the lifts if you are not able to take the stairs. There will be limitations on how many guests can be in the lift at any given point of time.

Increased cleaning frequency of public areas.

Guest-accessible sanitizers at entrances and high traffic areas.

Enhanced cleaning for fitness centre.

Enhanced cleaning & other changes to buffets, in-room dining and meeting spaces once they are ready to be opened.

Industry-leading contactless (**NO CASH**) check-in and express check-out. Payments will only be accepted by Bank Transfer before arrival, Debit OR Credit Cards.

Evaluation of new technologies like electrostatic sprayers with disinfecting mist and ultraviolet light to sanitize surfaces and objects. Enhanced Team Member safety and well-being with personal protective equipment and enhanced training and protocol are being looked into.

The rollout of Aristel Hotels CleanStay will begin at all our Hotels by middle of June 2020. All these steps have one purpose: to assure travellers that our hotels are safe — or at least as safe as they possibly can be while the coronavirus is still with us. Current Health and Hygiene Standards. We take great pride in maintaining the highest standards of cleanliness and hygiene. Given the effects of COVID-19, we are keeping a close eye on the local public health authorities (including the [WHO](#) and [CDC](#)), to make our cleaning and hygiene protocols even more rigorous:

Our hotel teams are receiving ongoing briefings and enhanced operating protocols. We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.

We will continue to adjust food and beverage service in accordance with current food safety recommendations. We have increased the deployment of hand sanitizers in the Hotel.

We have activated our Head Office teams to provide around-the-clock assistance to our hotels and are prepared to act swiftly should we be alerted to a case of coronavirus at one of our properties.

If you have any questions, please feel free to email me on anupsarin@aristelhotels.co.uk. In the meantime, take care, stay safe and we look forward to welcoming you back to our clean, safe and friendly hotels.

Anup Sarin FIH
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