

MONTCALM CARE PROTOCOL

THE MONTCALM
LONDON



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The Montcalm Hotels has and will be taking extra precautionary measures at all our Hotels as the safety of our guests and team is our outmost priority. We take the utmost care to every stay with us is safe, clean and comfortable.

The Montcalm Hotels is in constant communication with the relevant health and travel authorities to keep our guests and employees updated and to advise them on appropriate measures to observe.

A key component of our Montcalm Care Protocol is the property **MONTCALM HYGIENE BUTLER** which has 3 primary responsibilities:

- On-site cleanliness strategy
- Training
- Hotel cleanliness hygiene standards





ON-SITE Cleanliness Strategy | The Hygiene Butler will be the expert in the most advanced cleanliness and hygiene techniques and technology. They will be available at each Hotel as one point contact to Guests asking for more details and measures taken by the Group.



TRAINING | The Hygiene Butler will train all Hotel Staff on the latest protocols and best practices to ensure a safe environment.



HOTEL CLEANLINESS HYGIENE STANDARDS |
The Hygiene Butler is responsible for the hotel's cleanliness program pull-through leveraging standards and tools (e.g., departmental checklists).

GUEST ARRIVAL

- Hygiene Butler will be available at each Hotel as a point of contact to each Guest for any details and measures taken by the Group.
- Guests temperatures will be checked upon arrival
- During check-in, guests will be offered a complimentary bottle of water on arrival in the lobby
- There will no minibar in the room, guests are advised to request any services to the reception team
- Guest contact areas will be sanitized after each interaction (e.g. front desk, lifts and all common areas)
- No Cash payments will be allowed
- Doormen and bellboys will be wearing gloves and sanitize luggage before bringing them up to the room
- Social distancing will be promoted throughout the hotel with signage on display as a reminder
- High-touch areas will be sanitized throughout the hotel on a regular basis
- Hand sanitizers will be located throughout the hotel

GUEST ROOMS

- Personal Protective Equipment kits will be provided for guests
- Decorative items will be removed (e.g. Cushions, Bed throws, Newspapers, Magazines, Guest Directory, Iron & Ironing Board, Hairdryers. Guests will be advised to contact Reception for any services
- All glassware will be sterilized daily
- All used rooms will be disinfected between each guest stay

FOOD & BEVERAGE

- In room dining – We will provide a limited In-Room dining Menu during the day
- Breakfast on the go will be offered for the guests who do not want to dine in the restaurant
- A la carte Breakfast – There will be no Buffet for Breakfast, A La Carte menu will be offered
- Restaurants and bar floor plans will be arranged to meet local guidelines on social distancing
- All restaurant guests will have their temperature checked at the Reception of the restaurant
- There will be scheduled sanitising of all shared surfaces

GYM & SPA

- The Wellness Area is open but this is subject to availability and following the Government Regulations
- Spa - If you are planning to visit in the future, our team will respond to all your enquiries on

The Montcalm Marble Arch - spa@montcalm.co.uk

The Montcalm Royal London House - spa.rlh@beautyandmelody.co.uk

The Chilworth London Paddington - spa@thechilworth.co.uk

MEETINGS & CATERING

- All meeting and event floor plans will be arranged to meet local guidelines on social distancing
- All spaces will be thoroughly sanitized daily with high-touch areas sanitized hourly
- Personal Protective Equipment kits will be provided to every guest
- Hand sanitizers will be located throughout the hotel
- Social distancing will be promoted with signage at all events
- All third parties (e.g. florist, audio visual, entertainers) must strictly follow the hotel standards

OUR TEAM

- All visitors to the hotel including colleagues and third parties will have their temperature checked on a daily basis
- All colleagues are mandated to practice COVID-19 cleaning & sanitizing protocols and to observe social distancing both at the front and heart of the house
- Continuous training will be provided to ensure protocols are adhered at all times
- All workstations and colleagues's shared areas, both front and heart of the house will be planned to maintain social distancing

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We will always welcome our guests into our hotels with the same warmth and hospitality we have always done. While the COVID-19 outbreak is constantly changing, we are committed in keeping you informed and care for you as a valued Montcalm guest.

Our doors are open and ready to welcome you.