



ROYAL KINGS ARMS

HOTEL LANCASTER

At the Royal Kings Arms Hotel, we are still doing everything we can to ensure that you feel safe. Despite everything, our **number one priority is the wellbeing of our guests and team members.**

We follow all advice and recommendations from health and government officials.

We have implemented the following additional control measures:

- Increased cleaning of public areas and surfaces frequently touched by guests and team members.
- Regular disinfection of door handles, elevator control panels and credit card terminals.
- Additional stations of hand disinfection, and increased focus on the importance of good hand hygiene procedures for our team members.
- Changes to all food and beverage services in an effort to mitigate the risk for our guests and team members.
- Facilitate for guests who want to enjoy their breakfast in their hotel room.
- Update instructions and procedures for all team members on general hygiene standards and instruction on hand disinfection.

In an effort to reduce the risk of contamination for our guests and team members the following services will be affected during your stay:

- Housekeeping: We have introduced a contactless bedroom – a contactless bedroom ensures that there are no unnecessary items in our bedrooms which can assure you that longer time is spent on cleaning and disinfecting all surfaces in your bedroom. Any items you require are kept in a clean environment and available on request

By maintaining a contactless bedroom, we have removed the following items from our guest bedrooms, but be assured – all are still available from reception:

- Hairdryers
 - Iron/ironing board
 - Tea/coffee making facilities
 - Glassware
 - Bedroom bins
 - Paper/magazines
 - Guest directories
 - Promotional materials
 - Unnecessary amenities
- Breakfast: An offering of a continental breakfast buffet will be available in our Snug. Implementing a one-way street system and minimum distances, grouping must be avoided. The minimum distances are indicated by markings on the floor. Breakfast must then be taken back to your bedroom. You are not permitted to eat your breakfast in the restaurant and so you must return to your room with your breakfast.

As the current situation is very dynamic, regulations need to be aligned on requirements and respective progression, to provide our guests a high level of safety.

We thank all our guests for understanding the needed restrictions in our service and ask to support all measures.

We do hope that we can return to normal hotel operation as soon as possible, with the high level of service, our guests are used to.

Stay well and stay safe.