

PUBLIC AREAS



FACE COVERINGS

mandatory by law in all public areas, unless you are seated for drinks, dining or meetings. Acrylic screens in place at service points for staff and guest protection



STOP RIGHT NOW

clear signage and floor markings to support social distancing and directional traffic flow



KEEP IT CLEAN
compulsory hand sanitisation stations



LIFT OFF

usage is reserved for individual guests or parties travelling together; please use the stairs where possible



TRACK & TRACE

ensure you register on the track & trace



BEDROOMS



HANDS OFF

socially distanced check-in with screen protection and minimum touch points supported by online registration and payment options



PROTECTION

rooms sanitised before arrival and serviced on request. Fresh linen, towels and amenities replenished on request



ROOM SERVICE
delivered to bedroom door for guest to retrieve and enjoy



HOUSEKEEPING
rooms sanitised before arrival and serviced on departure only. Fresh linen, towels and amenities replenished on request



DECLUTTERING
of rooms including removal of minibar contents, all unnecessary stationery and soft furnishings

OTHER SERVICES



CLEANING

increased frequency of cleaning using the latest anti-viral techniques in all areas of the hotel



MEETINGS & EVENTS

reduced capacities to support social distancing, with individual plated service for meetings up to 30 people



PAYMENTS
contactless or card payments only



SPAS

open in some locations with limited treatments following Government guidelines



STAY SAFE

please respect the house rules and comply with staff requests to follow Government guidelines to ensure a safe and enjoyable environment for all

FOOD & DRINK



BREAKFAST

table service only requiring reserved time slots to ensure socially distanced service. Room Service and Grab and Go available



DINNER

simplified menu of classic and seasonal dishes. Socially distanced table service and room service available



MENUS

single use menus or available via QR code



RULE OF 6

group table sizes are limited to 6* people, following Government guidelines



BAR

table service only in the bar. Drinks service available through room service or tuck shop at reception

*for regional differences please go to [Malmaison.com/covid](https://www.malmaison.com/covid)