

# Preparing for your return to

## THE KINGSTON THEATRE HOTEL

So much has changed around the world in the last few months yet here at The KTH we're getting ready to welcome you back with the same friendly faces, our unique spirit, and some new ways to ensure your comfort and peace of mind.

When the time feels right, we're really looking forward to welcoming you back to our hotel. The focus now is to ensure safety, security and care, maintaining, (where feasible) your expectations of the Kingston Theatre Hotel. Our team are working tirelessly to meet that target.

I'm aware of concerns that may naturally be raised by our guests during this time. Whilst it is not possible to know the answers to all questions at the moment, I wanted to share with you '**New Measures & Policies**' we've adopted to deal with the current COVID-19 crisis.

1. We have introduced a Contactless Payment facility at Check In upon arrival and check out. Please note, credit card details are required prior to arrival.
2. We have added to an already intense cleaning regime by implementing more cleaning and sanitizing of all high touch surfaces and areas throughout the hotel.
3. The frequency of cleaning and sanitising has also been increased and applies to all public spaces with an emphasis on deep cleaning frequently used contact surfaces. Such areas include but are not limited to; front desk check-in counter, lift, and lift buttons, door handles, public bathrooms, room keys, stair handrails, dining surfaces and seating areas.
4. A stricter cleaning regime will also apply to back of house frequent contact surfaces and all other areas
5. Bedrooms will have greater rest periods between guest departures and arrivals.
6. New guest amenities include; Sanitizer Wipes, Masks, (if required) and a COVID19 Awareness Card.
7. Hand Sanitizers are located in all public areas along with safety notices posted throughout the hotel assisting guests to adhere to social distancing measures.
8. Employees are receiving regular training on our new standards regarding COVID-19 Health & Safety protocols that every member of staff must strictly comply with and they are protective measures recommended by governing agencies. The measures include hand hygiene and a supply of PPE for all Employees.
9. Employees will also be required to stay home and seek medical attention if they, or someone in their household, has any COVID-19 symptoms.
10. Restaurant, Bar and Lounge all also observe social distancing and comply with local mandated occupancy limits. These areas will be deep cleaned and

sanitised after each use, including tables, seating, menus and payment machines.

11. In-room dining will also continue to operate under strict new strict measures to ensure your safety.

Whilst some of our fantastic services you come to enjoy over the years have been reduced, we have implemented the following procedure's to ensure your safety and comfort

In order to protect you and ensure you feel safe, we're very aware that new rules and restrictions will apply. We don't yet know what guidelines the Government and Health Authorities will stipulate or impose, therefore in the meantime I want to reassure you that we're doing everything we can to safeguard you.

We trust these actions will help put your mind at ease and we also promise to keep you updated as the situation evolves.

Kind regards

**From the entire team at the Kingston Theatre Hotel**