



THE LANESBOROUGH

LONDON



BOOK WITH CONFIDENCE

The Lanesborough is closely monitoring the Covid-19 epidemic and our foremost priority is the health and comfort of our guests and team members.

In addition to implementing new hygiene and safety measures, we have developed specific protocols for the following procedures, strictly adhering to the public health guidelines of the UK Government, to ensure your stay with us is safe and secure: These policies are subject to change, and regularly updated in line with the UK Government and WHO.

Transport

VIP AIRCRAFT MEET & GREET

VIP Arrivals

- The VIP team will be waiting for you to step off the aircraft, where you will be whisked away by luxury vehicle to your private lounge.
- Whilst you unwind, our team will assist with immigration formalities and collect your luggage.
- A Lanesborough Chauffeur would be waiting outside the lounge ready for an immediate departure to the hotel.

VIP Departures

- A Lanesborough Chauffeur will pull up at the dedicated entrance, you will enjoy the oasis of calm that is Heathrow VIP.
- The VIP team will take care of everything, while you relax, work or spend time with your invited guests in your own private lounge.
- Security procedures occur within the suite, and once your flight is ready you will be driven by private luxury vehicle directly to the aircraft.

AIRCRAFT MEET & GREET

Arrivals

- An Agent from the Meet & Greet service will meet you at the gate with signage, who will escort you through immigration, baggage reclaim and customs.
- Baggage portering is available who can collect your luggage for you.
- You will then be escorted to your final mode of transport with your luggage

Departures

- You will be greeted when you arrive kerb side in your mode of transport by an Agent from the Meet & Greet service.
- Baggage porters can be arranged to collect and transfer your luggage upon meeting.
- The agent will assist you through check in and then escort you through security.
- If you have booked a lounge then you will then be escorted to the comfort of a lounge while you wait to board.
- You will arrange a first or last call board time with your Agent to collect you from the lounge and escort you to your aircraft.



OETKER COLLECTION
Masterpiece Hotels



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Cleaning and Hygiene

- Employee use of preventive equipment (hydroalcoholic gel, masks, and gloves is mandatory).
- Obligatory training for all employees in updated sanitation protocols.
- Strict sanitation protocols for housekeeping, cleaning and disinfection, across the entire hotel, adhering to the guidelines of the UK Government and the WHO.
- Strict sanitation protocols for laundry management (cleaned within the hotel by our trained teams).
- Strict sanitation protocols for all portage services.
- Strict sanitation protocols for The Lanesborough Club & Spa.



Guest and hotelier safety

- Guests and employees to have their temperature taken at the hotel entrance by state of art thermal heat cameras.
- Express Check in options, Virtual Check Out.
- Employee movement rules in place and traffic flow guidance throughout the hotel to respect social distancing.
- Hotel access is limited to hotel residents and guests with valid reservations only. Persons without reservations are to be politely declined for an initial period of one month after re-opening. This will be reviewed after this period.
- Masks & gloves available for guests and offered on arrival and throughout the guest stay.
- Sanitation kit containing individual - sized hydroalcoholic gel and disinfectant wipes in rooms and hydroalcoholic gel distributors throughout hotel.
- Do not enter my room options available to all guests - strict protocols of room entry with guest permission only.



Restaurants & Bars

- Continue to offer à la carte menus for breakfast, lunch, afternoon tea and dinner services, digital menu options.
- Staggered Restaurant Dining times and number of diners per table (up to 8 maximum).
- Reduction in capacity in all Restaurants, Bar, Lounge spaces to respect social distancing rules.
- Updated room service offering.
- Food producers and artisans required to respect strict sanitation protocols.



The Lanesborough Club and Spa

- Guests and employees to have their temperature taken at the Club & Spa entrance by state of art thermal heat cameras.
- Phased re-opening of restaurant, gym, hydro-pool, followed by treatment rooms.
- Club & Spa limited to members and hotel guests in initial opening period.
- Appointment only schedule to control capacity in all areas to respect social distancing rules.
- Masks & gloves available for guests, offered on arrival and throughout the guest stay.
- Sanitation kit containing individual - sized hydroalcoholic gel and disinfectant wipes in rooms.
- Hydroalcoholic gel distributors throughout the Club & Spa.



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