

## Coronavirus (Covid-19) update

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# We're committed to supporting the well-being of our guests and team.

The health and safety of our guests, our team, and that of the wider community, are of the highest priority to Imperial London Hotels. As such, we are continuously monitoring the development of Covid-19 and following all updates issued by [Public Health England \(PHE\)](#), NHS England and UK Hospitality. To stay Covid-19 secure, we confirm we have complied with the government's guidance on managing the risk of Covid-19:

- We have carried out a Covid-19 risk assessment and shared the results with the people who work here.
- We have cleaning, hand washing and hygiene procedures in line with guidance.

Our high standards of cleanliness have been raised further, and hotel teams are committed to enhancing operations to keep guests safe and reassured. The following hygiene measures are being taken across all our hotels:

- We have enhanced our existing Health and safety policies, cleaning methods and standard operating procedures.
- We provide hand sanitisers in our public areas and for all our employees.
- We provide all our employees with the appropriate personal protective clothing including face masks where necessary.
- Enhanced cleaning protocols and Covid-19 specific SOPs to ensure regular cleaning of all areas and high contact points. Using products that are proven to be effective against Covid-19.
- Introduced a cashless approach
- Introduced a food ordering app enabling orders to be made ahead for pick up at one of our restaurants for in-room dining.
- We keep our team up to date on the current advice offered by Public Health.

Should a case of coronavirus be confirmed in any of our hotels, we are fully prepared to act swiftly and will follow the necessary actions as set out by Public Health England. [Click here](#) for details of the UK Government public information campaign.

## Bookings

We continue to offer flexible terms and conditions for all our bookings. All our rates are fully cancellable up to 24 hours before arrival, should your travel plans need to change. Should you need any further information please do not hesitate to contact us on [info@imperialhotels.co.uk](mailto:info@imperialhotels.co.uk). Bookings made on our website can be amended or cancelled online.

## Cancellation policy

Remember bookings can be cancelled 24 hours in advance of arrival to receive a full refund.

## What to do if you should develop symptoms of Covid-19

Should you display any signs of the coronavirus (COVID-19) during your stay with us please immediately self-isolate to minimise any risk of transmission, inform a member of staff, and call 111 to seek further advice. Further information about the steps to take can be found [here](#).

Thank you.

Have any questions? Call us on +44 (0)20 7278 7871.

[www.imperialhotels.co.uk](http://www.imperialhotels.co.uk)