



At Sea Containers London, maintaining extreme levels of health & safety has always been vitally important to us. Throughout this pandemic, we have evolved our standards further to reassure you, our valued guests, that we are taking your safety seriously and that we care. We have additionally received and successfully passed a rigorous full property audit and risk assessment with our Health and Safety provider, Clifton Healthcare. Further details are available by clicking on the separate PDFs.

General FAQs

WILL THE PROPERTY BE RISK ASSESSED?

Yes, by law all businesses need to be risk assessed to ensure they pass all safety requirements for both guests and staff and in order to reopen. We are currently undergoing a rigorous assessment by Clifton Healthcare, our Health and Safety provider and details of this will be made available on our website for all to view.

ARE YOUR TEAM BEING TRAINED AND HOW ARE YOU LOOKING AFTER YOUR STAFF?

- We have worked closely with our Health and Safety provider to ensure we take the necessary measures to adapt the operation to the needs of our guests and staff.
- All of these measures have been risk assessed and we have additionally received a full audit of this before our staff are welcomed back to our property.
- All staff on property have completed modules and tests on our training platform.
- Training includes changes to the way we work, changes to the way we look after our guests and government approved hygiene and reporting training.
- All staff are provided with the necessary PPE to carry out their work and we will be performing daily temperature checks prior to entering the property.

HOW ARE YOU ENSURING GUESTS AND STAFF ON PROPERTY ARE FIT TO BE THERE?

We will be implementing a temperature check system at our guest and staff entrances. Our staff will be fully trained in how to perform this safely and with care and we will have procedures in place for any person not meeting this. We are following the guidance of our health and safety providers to ensure this is carried out diligently and will have further details closer to the opening date of the property.

HOW CAN I CHECK-IN/OUT WITH AS LITTLE INTERACTION AS POSSIBLE?

All guests will receive an email 24 hours prior to arrival allowing them check-in from your phone. This feature will also be available so you can check-out without coming to the main desk. On arrival you will be able to make a contactless payment (subject to your bank) with Apple/Google pay as we are now officially a cashless operation. Any special messages for you will also now come through to you on your phone so that we ensure you are fully informed/updated with special requests at all times. On arrival you will be provided with a disposable room key with a QR code that leads to a full property directory and our health and safety guidelines to ensure you have the best possible experience with us.





IF I DO HAVE TO INTERACT WITH THE MAIN RECEPTION/HOST POINTS HOW IS THIS BEING MANAGED SAFELY?

We will have glass barrier screens available at the main desk, concierge desk and at all venue host points. At our Front Desk in the Lobby there will be desks in front of the counter with an iPad and payment machines to ensure our team can support you whilst maintaining their distance. This is fully sanitised after each use and our team are additionally wearing gloves and masks.

I WOULD LIKE TO LEAVE MY LUGGAGE IN THE BELL CLOSET:

We will not be storing luggage for our first phase after opening. We are doing our best to ensure rooms are available so that we can allow for early check-in and late check-out. This will ensure you can keep your belongings with you at all times and have as much privacy as possible during your experience.

WHAT OPTIONS DO YOU HAVE FOR REACHING MY/OUR ROOMS?

We will have a team member present at all times overseeing the lifts to our guest rooms and our events and spa level. Only 1 squad of friends and family allowed in a lift at one time and lifts will be sanitised every 15 minutes to ensure we are making these spaces as safe as possible. We will additionally have two staircases open with signage if guests wish to use these instead.

HOW WILL MY ROOM BE CLEANED DURING MY STAY?

Your Room will still be serviced during your stay, however this will be a limited refreshment and only done when the room is empty.

HOW ARE YOU DEEP CLEANING ROOMS?

Rooms will be deep cleaned as per Government guidelines using certified anti-viral cleaning agents. Guests will also note some changes to the room with all collateral, minibar and small accessories removed. Full changes of linen, accessories and air management will be included and once the room receives its final hygiene check it will be approved in our system and not opened until the next guest arrives.

WHAT IF I WOULD LIKE TO ORDER MINIBAR, READING MATERIAL OR MORE GROOMING ACCESSORIES FOR MY ROOM?

These will be available on demand via our housekeeping team who will deliver them to your door. All our guests will have access to our new Press Reader application which provides publications from several countries and in different languages which can be accessed from the convenience of your phone or laptop through our Wi-Fi.





Food and Beverage FAQs

HOW WILL BREAKFAST BE SERVICED?

For the time being we will not have our usual breakfast buffet available. But we want to assure you that you that we still have your morning taken care of. As part of your breakfast inclusive package you will be able to select from our a la Carte breakfast menu. This package gives you the choice of one dish plus a juice and coffee of your choice. Sides, smoothies and even champagne can be added to your breakfast at an additional cost.

WILL ROOM SERVICE BE AVAILABLE FOR LUNCH AND DINNER?

As always, we have got your cravings covered with Room Service operating 24 hours. You may see the menus change from time to time but we can assure you that we continue to use the same great local produce.

WHAT FACILITIES ARE OPEN IN THE PROPERTY?

We can't wait to get all our facilities open for your enjoyment but we will be doing this safely and in accordance to Government guideline. When it comes time to open our venues we will be adhering to distancing guidelines which will limit our capacities, so bookings will be recommended. Please speak to one of our team members if you are interested in visiting any of our outlets, as not all will be scheduled for an immediate open.

Our events facilities, including our studios and Gallery, will be available for group bookings. We have further information on these venues and services so please get in touch with our team so we can discuss.

I NEED AN ITEM DELIVERED/REQUIRE A TRANSFER?

Transfer to Front Office Management who will advise what is possible. We are currently working with Claremont Cars, Green Tomato and Cross Flight Couriers to ensure their procedures are compliant with our health and safety procedures.

I AM DISABLED AND NEED ASSISTANCE AND TO USE THE RAILS/HANDLES PROVIDED, HOW ARE THESE BEING CLEANED?

Sea Containers is certified by Blue Badge and Access Able and the full property has enabled features. The team are at hand to assist guests at all time, all our staff will be wearing approved face masks and gloves and will be following the strictest hygiene procedures. All rails/handles in public spaces are being cleaned every 30 minutes.

WHAT NATURAL, OPEN SPACES DO YOU HAVE CLOSE BY TO THE BUILDING?

Sea Containers London is directly on the river Thames river walk which provides access to the full South Bank on a large open pathway.

WILL THERE BE ANY CHANGES?

As we adapt to the changes caused by COVID-19, we may need to make changes to how we operate. Remember these changes are to keep us all safe. We will do our best to communicate these in advance but to avoid disappointment please give us a call prior to your visit so we can help plan your stay with us.

