

# BECAUSE WE TAKE YOUR WELL BEING SERIOUSLY

Hyatt Place West London Hayes is committed to providing a safe and clean environment for our guests, colleagues and we always want guests to feel confident in the care we will provide. Hyatt Place West London is committed to upholding the highest standards of cleanliness in an effort to ensure our colleagues and guests enjoy a healthy, safe and comfortable environment. We are accredited from the Global Biorisk Advisory Council (GBAC) and ensure that all of our employees are trained to their high levels.

Some specific health and safety measures can be found below:

## Increased room cleaning measures:



All our housekeeping staff are equipped with the required Personal Protective Equipment (PPE) for both the guests and their own safety. This PPE includes, but is not restricted to use of: protective single use disposable gloves and aprons as well as face masks .

The reviewed room cleaning Standard Operational Procedures require extra disinfecting practices, further than the regular thorough disinfecting practices that were already in place. We will now clean guest rooms on request allowing you to choose if you would like to have anyone enter your room whilst staying with us.



## Increased public area cleaning measures:



All our regular touch point areas (including elevators buttons, doorknobs, public bathrooms, The Market) are disinfected with anti bacterial cleaners every 2 hours.

Public areas are arranged to respect the 2 metre social distancing requirement. Where this has not been possible we have reduced this to 1 metre with risk mitigation



Disinfectant hand gel is provided at multiple points around the hotel's public areas.

## Increased employee hygiene and safety measures:



Colleague certification, training and recertification processes have begun for hygiene and cleanliness. Every Hyatt hotel will have at least one specially trained Hygiene Manager, on property, who will be responsible for their specific hotel adhering to new operational guidance and protocols.

## Increased measures to limit guest-employee contact:



Safety screens are put in place on our Front Desk and Outlets to limit the potential spread of the virus through guest-employee contact.

Medical thermometers are available for individual body temperature checks if required by guests or employees.



Through our loyalty program, we can provide our guests with keyless entry to their rooms.



# WINE & DINE SAFE & SOUND

From breakfast to bar bites and coffee to cocktails, you can eat and drink on your time when you stay at Hyatt Place West London Hayes. Jumpstart your stay with a refreshing variety of breakfast options, alternatively our perfectly packaged lightsnacks are available from The Market any time of the day or night.



We have introduced increased personal hygiene measures for all Food & Beverage and Culinary teams ( including gloves and regular strict handwashing practices).



We have arranged our hotel to respect the 2 metre social distancing guidelines. Where this has not been possible we have reduced this to 1 metre with risk mitigation.

Our food preparation areas follow the strictest hygiene rules with regular disinfectant cleaning procedures in place. Furthermore all our chefs are required to wear face masks, gloves and adhere to strict handwashing practices.



Any operational systems that are shared between employees are disinfected after every use.



Sanitizing stations are situated at regular points for both our guests and employees.



Tasks are divided between employees to avoid the same person undertaking both serving and cleaning duties.

Under the social distancing guidelines we have revised the maximum seating capacity available in our outlets.



All equipment and decoration will be removed from the tables to limit cross contamination risks.

Any shared items (salt and pepper shakers, pens, etc.) will be fully disinfected following each individual use



Our serving styles will be altered to allow for social distancing guidelines between our employees and the guests when serving.



We would recommend that our guests use contactless payment throughout their stay.



All our vendors and goods receivers will comply with the strictest hygiene regulations and social distancing guidelines.

Credit card machines will be disinfected after every use.



Should our guests have any questions, further information is available at Reception or by asking any member of the hotel team.



Deep cleaning processes are in place on both the Restaurant floor and in the kitchen to limit contamination risks.



A separate bin will be provided for PPE (Personal Protective Equipment) worn by the employees.



# MEETING SPACE

Plan your perfect event at Hyatt Place West London Hayes. Our flexible meeting and event space, measuring a total of 192 square metres, is ideally placed for corporate and executive meetings, training classes, group gatherings, social events or reunions. With our newly revised capacities we would be delighted to host your event in a safe and welcoming environment.



Antibacterial sanitizing equipment will be available for all event participants.



We have reviewed the capacity for all our meeting and events spaces to respect the 2 metre social distancing rules between attendees.

All shared equipment (flipcharts, flipchart markers, remote controls etc.) will be disinfected before and after every use.



All shared items in the pre-function rooms should be disinfected pre and after usage by our meeting guests (antibacterial sanitizers are provided for this by each item eg. coffee machine).

Pre-packaged coffee amenities are available for the guests to limit the potential spread of the virus through guest-employee contact.



Private dining space is available to allow for, and respect, social distancing measures. Packaged lunches in take away boxes are also available upon request.



ROOM DIMENSIONS AND CAPACITY CHART

Meeting Room Name:	Room Dimensions L X W / meters	M <sup>2</sup>	BOARDROOM	U-SHAPE	CABARET	THEATRE	CLASSROOM	BANQUET	DANCE	RECEPTION
Meeting Place 1	8.45 X 8.8	79 M <sup>2</sup>	4	4	4	10	8	8	10	10
Meeting Place 2	7.3 X 8.8	69 M <sup>2</sup>	4	4	4	10	8	8	10	10
Meeting Place 1&2	15.75 X 8.8	148 M <sup>2</sup>	10	10	10	25	18	24	25	25
Meeting Place 3	4.4 X 4.81	21 M <sup>2</sup>	2	-	-	-	-	-	-	-
Meeting Place 4	4.1 X 5.1	23 M <sup>2</sup>	2	-	-	-	-	-	-	-