

Safety, Comfort and Wellbeing at GreyFriars

GreyFriars' high standards have long been recognised and we are proud to hold the highest accolade from the AA Inspectorate for cleanliness. In the weeks since March we have taken the opportunity to engage in an additional programme of intensive deep cleaning, decorating and maintenance throughout the building.

We have also designed and introduced additional measures with the enhanced safety and comfort of our guests in mind, as well as that of our hard-working teams to ensure we continue to operate at the highest standards of the latest Health & Safety guidance and regulations.

Our enhanced safety measures include:

1. Guestrooms, restaurant areas and all appropriate areas in the building will be subject to daily cleaning using specialist electrostatic cleaning equipment, similar to the systems used in the healthcare profession, in addition to ongoing surface sanitising throughout the day. Hotel guest luggage will be electrostatically cleaned on arrival.
2. High quality sensor-controlled hand sanitising dispensers from Germany have been fitted at strategic points throughout the building for use on arrival and departure, by the lift controls and in several other positions, and we have an additional sanitising procedure for points of payment.
3. A range of bespoke elegant glass screens has been designed and fitted to the Reception Desk and the Baroque Bar, to ensure mutually safe and enjoyable interaction between guests and the GreyFriars team.
4. In addition, we have re-considered the layouts of the restaurant areas and have created a set of movable open glass booth screens for Cloisters and the Rose Room. Created by the designer of all the GreyFriars furniture, these screens have been custom made in England and are an additional attractive feature while providing an environment of enhanced safety for guests while dining and socialising.
5. The seating on the Baroque Terrace has been re-organised to provide a large, safe and congenial environment for outside dining and drinks and is open from mid-morning until late, weather permitting.
6. Discrete signage is in place for customer guidance, distancing and reference and designated members of the team will be on hand to guide and assist to ensure a relaxing and comfortable guest experience at all times.
7. All our team have their temperature checked twice a day and must declare their fitness for work before commencing work each day.
8. We will ask all guests to permit their temperature to be checked on arrival, by infra-red contactless thermometer. We feel that guests will appreciate this additional non-intrusive precaution; anyone registering a high temperature of 37.8 degrees or more will not be granted entry to the premises.
9. Any guest who develops symptoms of unwellness while they are with us will be managed appropriately and safely, in the best interests of all concerned.

10. Before we re-open our doors, the entire GreyFriars team is being given systematic and thorough training on the most current safe operating procedures for our industry, in accordance with Government guidance, our own bespoke risk prevention measures and acknowledged best practices. We have a wide range of PPE for all of our teams.

11. We kindly ask that guests wear a face covering in all public areas until seated in the restaurant, bar or lounge areas. If guests choose to use the lift to access their bedroom a face covering is also required, where a maximum of two passengers can use the lift at one time.

GreyFriars is ready and waiting; as ever, we remain at your service and look forward to welcoming you back!