

THE GRAND  
YORK

## CARE COMMITMENT

COVID-19  
OPERATING  
PROCEDURES

BUILT  
1906





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## OUR COMMITMENT

The health, safety and well-being of our guests, teams and friends has always been of the greatest importance to us, and never more so than in the current climate. We wanted to take this opportunity to reassure you of the extra precautions that we have taken to ensure a safe and comfortable environment.

The Grand's Care Commitment outlines some of the measures that we have put in place to achieve this.

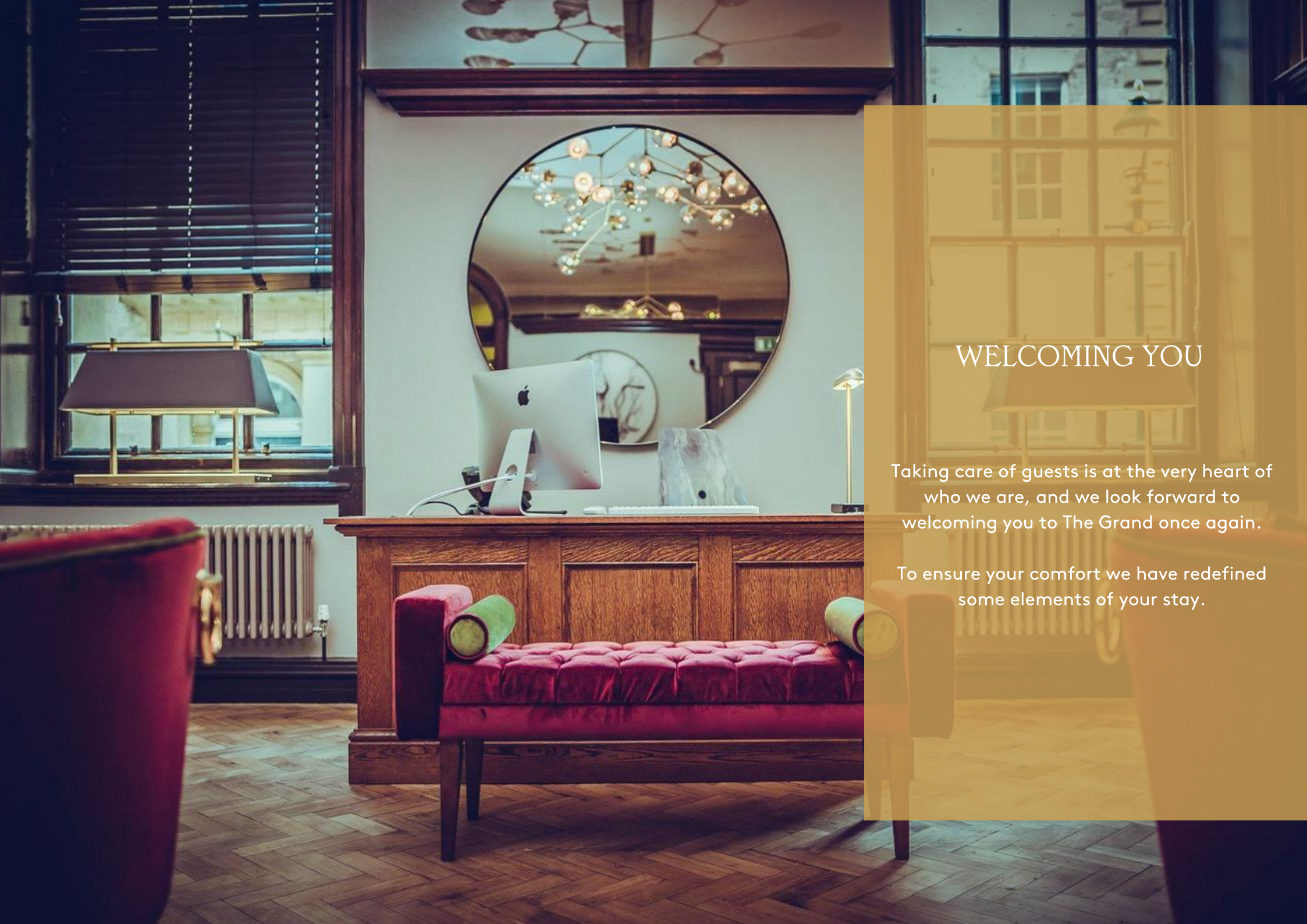
We have always employed some of the most stringent hygiene and cleaning standards in the industry but we have enhanced these even further. After consulting Public Health England and studying global cleanliness initiatives, we have developed an extensive list of protocols and standards that go beyond the required guidelines.

### These include:

- Welcoming you
- Heightened cleanliness and sanitation
- Team safety
- Social distancing
- Redefined dining options

We are continually monitoring developments and will evolve our protocols to reflect any updated government and industry advice, which we will provide further update on.





## WELCOMING YOU

Taking care of guests is at the very heart of who we are, and we look forward to welcoming you to The Grand once again.

To ensure your comfort we have redefined some elements of your stay.

## Your Guest Journey

Check-in will take place away from the reception desk, so that guests checking-in and those with queries or leaving the building will not come into contact.

Check-out can now take place from the comfort of guests' rooms. As always, we will be available to help with any queries or requests and have allowed for social distancing at our reception area with the use of a glass partition and floor markings.

Face coverings must always be worn in hotel public areas.

To ensure social distancing guidelines are met, we have reduced the capacity in our spa. To avoid disappointment, we advise booking your one-hour spa slot prior to arrival.

We have added sanitation stations at various points throughout the hotel for handwashing.

Due to cross-contamination and social distancing measures, our team will no longer be able to valet park guest cars.





## Your Guest Journey

During this current “staycation” period we have noticed that many of our guests would like to check-in early and although we would love to welcome all our guests as soon as possible, sometimes an early check-in may not be feasible.

Following the COVID-19 outbreak we have introduced stringent hygiene protocols which subsequently means that rooms take longer to service. Therefore, whilst an early check-in may not be possible, our team are happy to store your luggage to ensure you can use our facilities or explore the city of York at leisure.

We have added extra flexibility to your booking, including free cancellations up to 4pm on the day prior to arrival.

Contact can be minimised by pre-paying prior to your visit.

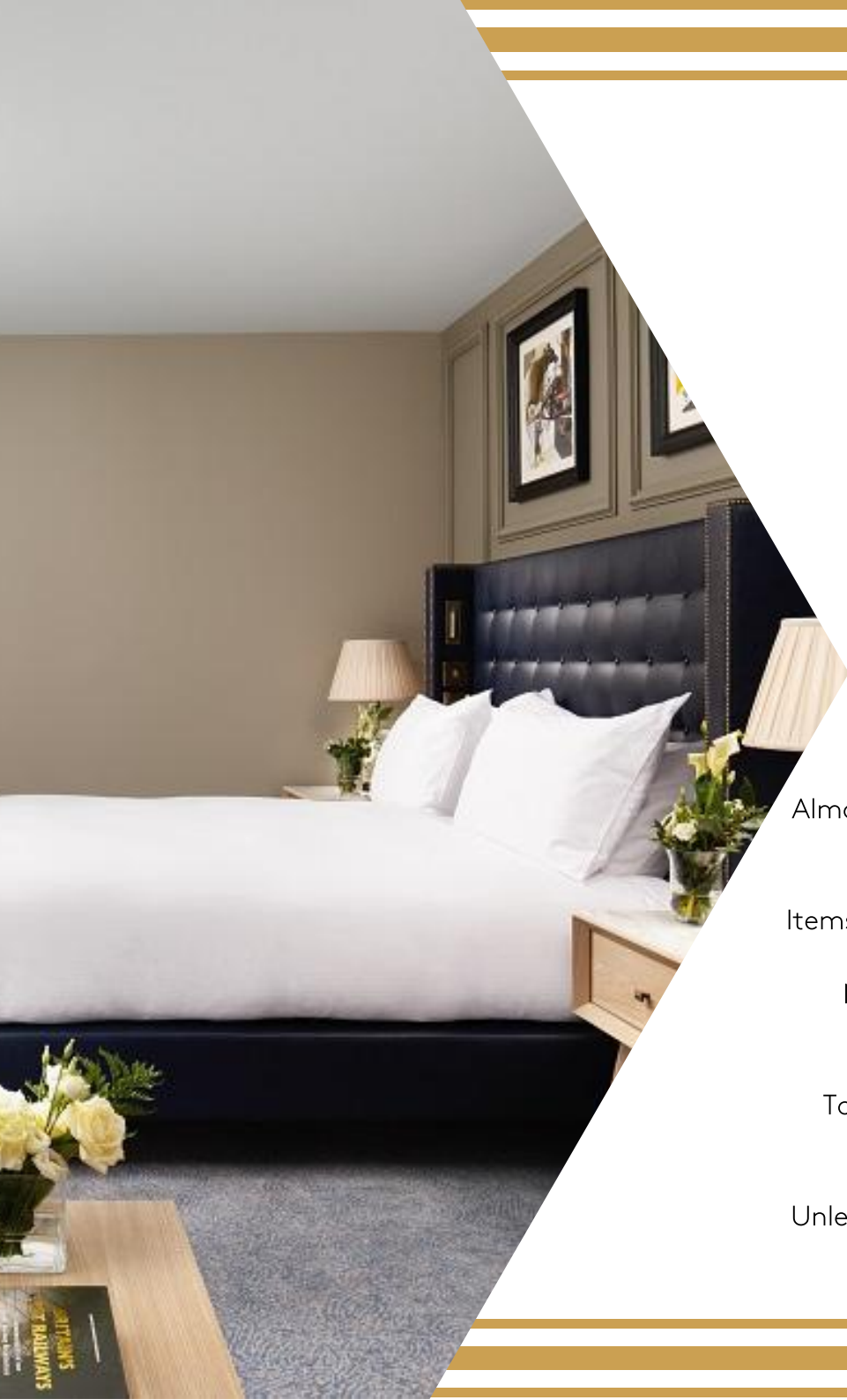
Temperature checks will be taken on arrival at the hotel. If a high reading is returned, we will request that you visit a doctor for the safety of yourself, other guests and our team.



## HEIGHTENED CLEANLINESS AND SANITATION

Our levels of cleanliness and hygiene have always been of the highest industry standard; and now these have been enhanced further with an extensive range of new protocols.





## Expert Products, Partners and People

We have partnered with Diversey, one of the world's leading cleaning product providers, to ensure the highest level of cleaning and sanitation, using hospital-grade cleaning and disinfection products.

We have introduced new cleaning methods and technology, which will see all surfaces throughout the hotel regularly sanitised, as well as the frequent deep cleaning and disinfecting of all areas of the hotel.

We have expanded our on-site cleaning team, who will work around the clock to uphold the new standards.

In addition, we have created "Cleanliness Champions", whose job it will be to monitor, test and check these initiatives.

## Keeping You Safe and Comfortable

In guest rooms, Hygiene Amenity Kits will be provided for your use..

Almost all collateral has been removed from the rooms and guest information can now be found on the TVs.

Items such as keycards, TV remotes and telephones will be sanitised between each visit.

Mini-bar items for Executive Rooms will be stocked upon request to minimise risk of cross-contamination. Mini-bars will be fully stocked in Suites.

To offer extra peace of mind, each guest room will be sealed with safety tape once it has been sanitised, to ensure access is limited to the guest checking-in only.

Unless requested, guest rooms will not be serviced and fresh towels will not be provided during a stay in order to minimise risk.





## TEAM SAFETY

Our people are at the heart of everything we do at The Grand and in these ever-changing and uncertain times, it's essential our team is happy and healthy.

To continue to enhance our commitment of care to our people, we have introduced an extensive number of new health and safety standards.

## Keeping Safe

Each team member will be temperature checked when they arrive at work to ensure the safety of themselves, the wider team and guests.

Full PPE will be provided for team members, including masks, gloves and visors where necessary.

Uniforms will be laundered after single use at 60 degrees.

Hand sanitisation units have been installed in team areas, with extra hygiene procedures in place.

All of our people are undergoing extensive training prior to opening, so that they are fully equipped to welcome you to the hotel in the safest way possible.

## Limiting Contact

Arrival and departure times will be staggered to avoid contact, with separate entrance and exit points in place.

Our team will be required to social distance via the introduction of extra team areas and amenities.

Our team meals will be individually packaged for increased hygiene.





## SOCIAL DISTANCING

It is vital that everyone adheres to government guidelines concerning social distancing, and to make that possible and easy for guests to follow, we have introduced a new way of moving around the hotel.







## Limiting Contact

A clearly sign-posted one-way system will be in operation throughout the hotel.

Extra entrances and exits will be available.

Lifts will be limited to use by one person, or room group, at a time, with stair use encouraged.

We kindly ask guests to adhere to a “Lift Up, Stairs Down” policy within the hotel.

To ensure social distancing guidelines are met, we have reduced the capacity in our spa. To avoid disappointment, we advise booking your one-hour spa slot prior to arrival.

## Extra Space

Furniture has been removed from high-traffic areas to allow guests to keep their distance.

Seating areas have been redesigned, and tables removed, to offer more space between guests.

Our team has been briefed to provide as much or as little interaction as required by each guest, while maintaining social distancing.

The pool will be open for the use of guests only, and we will only permit limited numbers in a given time frame.





## REDEFINED DINING OPTIONS

Now that the government has declared it safe, we look forward to welcoming guests into our food and beverage outlets safely.

In order to do so, we have made some changes.

## **The Rise Restaurant and Bar**

Tables and chairs in communal areas have been removed to allow for the required guideline distance between each party.

Table sizes will be limited to parties of six.

Menus will be single use.

Our team will use appropriate PPE.

Help us to keep you safe by booking your table in advance.

Table service is mandatory until June 21st 2021.

## **In-Room Dining**

In-room dining options will be available 24 hours a day.

All tray charges for in-room dining will be waived until further notice.

Breakfast will be available in our socially distanced restaurant and will be served to the table. If you would prefer breakfast in your room, The Grand Breakfast Bag can be delivered to your door. This includes your choice of breakfast sandwich, a muffin, a piece of fruit and a choice of tea, coffee or juice for £10 per person.





## FLEXIBLE CANCELLATION

In order to help in such variable times, we are delighted to assist our guests by offering a flexible cancellation policy for all bookings.

Reservations can be cancelled up until 4pm on the day prior to arrival.





THE GRAND  
YORK

WE LOOK  
FORWARD TO  
WELCOMING YOU  
BACK

