



S T A Y

- WELCOME HOME -



INTRODUCTION

During this period of uncertainty, STAY is dedicated to delivering our brand promise of providing comfortable accommodation that feels like home.

The concept of home has certainly been tested during COVID-19, with people across the world advised to stay home to save lives. Residences have now become offices, gyms, restaurants, meeting rooms and much more. It is now more important than ever that our apartments provide a safe and comfortable space for all our guests. Whether you are self-isolating, seeking temporary shelter, working on the frontline, or looking for long term accommodation, STAY Camden is a secure and reliable option.



“Absolutely brilliant stay. Beautiful, sparkling, large apartments stocked with everything you would need. We booked for 2 weeks and extended for another 4. That tells you what you need to know. Cannot imagine a better stay in London.”

“We had a fantastic stay. The staff are an absolute credit and were so polite. There was plenty of covid-19 procedures which made us feel safe and the room was spotless. It was modern, large and the bed was so comfy. Plenty of restaurants/bars near by. We would 100% stay here again and recommend it highly.”

STAY GUESTS, SEPTEMBER 2020

STAY Camden has remained open and operational since the pandemic began, accepting new bookings for guests seeking mid to long term accommodation. We have been proud to support hundreds of guests over the past 6 months, and are thankful for their continued support.



We've recently been credited by StaySafe Hospitality, for complying with their StayClean Covid Safe Standards.



We're good to go - STAY Camden has also been certified by Visit England as Covid-19 Industry Standard, recognising our business as having correctly followed government and industry guidelines.

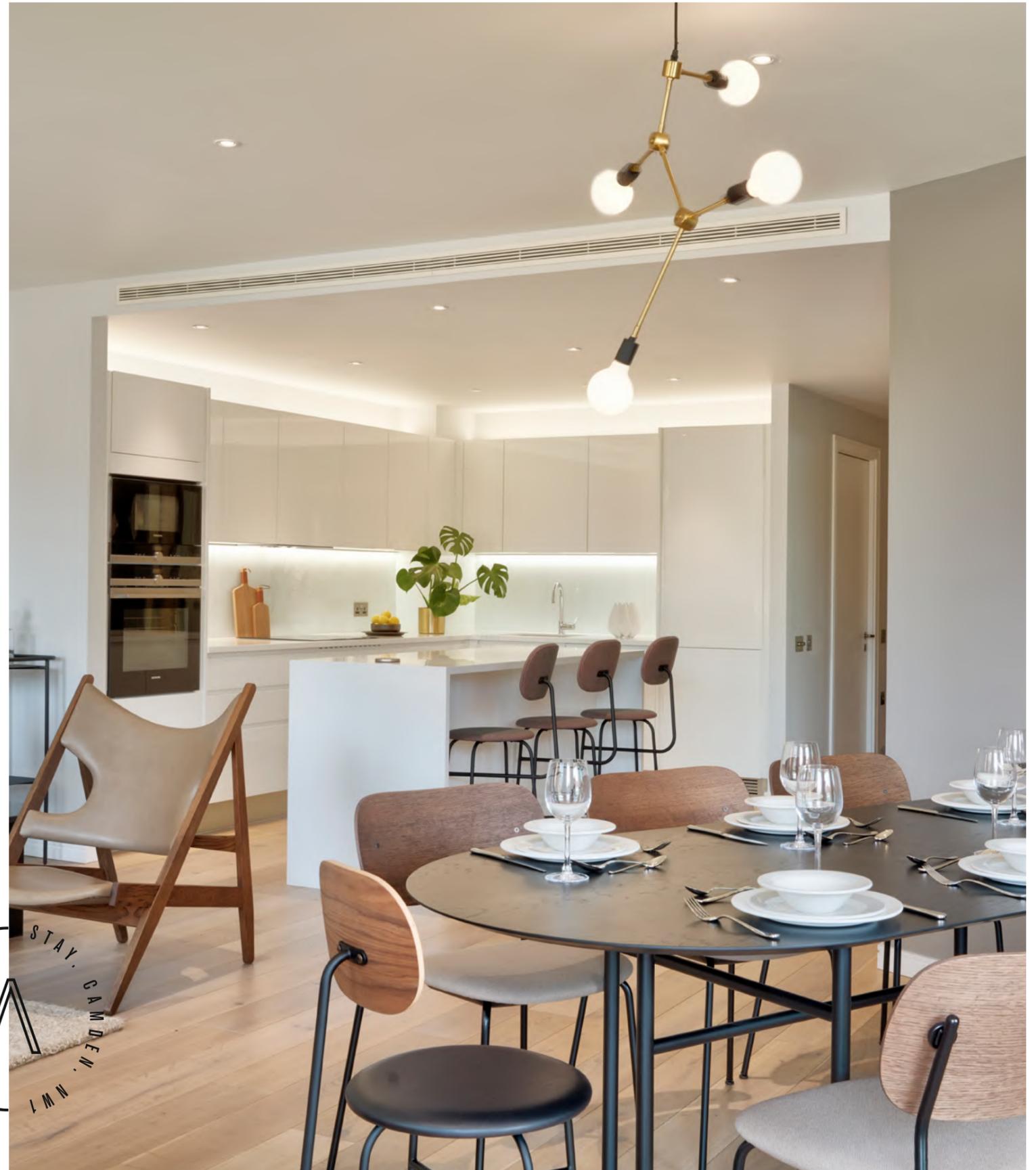
- THE NEW NORMAL -

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As a serviced apartment provider, we already offer self-contained spaces for our guests to safely self-isolate, including a fully fitted kitchen, living and dining area and private balcony, minimising guest interaction on property. However, we understand the importance of adapting our guest journey to enhance safety and reduce the overall risk of infection in STAY Camden for both the short and long term.

We've focused our efforts on three main aspects in order to continue creating a safe and comfortable home from home:

-  PEOPLE
-  GUEST JOURNEY
-  COMMUNICATION



- THE NEW NORMAL -

PEOPLE

The health, safety and wellbeing of our residents and staff is placed above anything else. We advise all our guests and staff to respect the guidelines put in place to ensure the safety of all.



COVID-19 CHAMPION

All staff have received dedicated training on our specific COVID-19 measures and procedures. In addition we have a dedicated COVID-19 champion who has received enhanced training, they will be available to offer support to all residents where required.



ADAPT COMMUTING HABITS AND WORKING HOURS

Since the start of the pandemic, our front of house team are now working in shifts, avoiding rush hour commutes.

Alongside this we're also looking after the wellbeing of our staff, providing extra support, guidance and breaks where needed.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

Our front of house team have been provided with appropriate PPE for their commutes and certain duties. They are also positioned behind a protective screen while at reception. Our housekeeping and facilities team are also wearing appropriate PPE when completing their duties.

Complimentary sanitising kits, including gloves, face mask and hand sanitiser, available for guests in each apartment, on arrival.

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GUEST JOURNEY

CHECK-IN

Our check-in process has been updated to include a fully contactless experience, enabling guests and our front of house team to maintain a safe distance at all times.

 Guests will arrive at reception; they must wear a mask, unless exempt for medical reasons

 Clear visual cues guiding guests to remain a safe distance from all staff and guests

 Upon arrival guests will approach an iPad where they'll be prompted to complete a travel and symptom questionnaire



Our front of house team will complete an induction of our in-room tablets



Guests will then complete our online guest registration form, where contact information must be completed



A hand sanitising station has been placed next to our designated iPad for guests to use before and after use



Our front of house team will provide a secure payment link via email for guests to complete any initial payments



Our front of house team will provide sanitised key cards placed in an envelope



When accompanying guests to apartments, our front of house team will wear appropriate PPE and maintain a safe distance at all times



All luggage is to be placed in a secure space in our reception area for staff to safely load onto the luggage trolley



Guests will be provided with the option of a follow up call from our front of house team, rather than a show-round



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GUEST JOURNEY

IN-HOUSE EXPERIENCE

Owing to the nature of our serviced apartments, our in-room experience has not changed. We have amended our in-house services to include the below:

-  Guests are welcome to make use of our Interactive Smart TV's, unlimited sports channels and ability to stream their own content from our in-room tablets, straight to the TV
-  Guests can opt out of weekly housekeeping service, instead we'll deliver cleaning products, fresh linen and weekly amenities
-  If you are self isolating we can collect any refuse and recycling from outside your apartment door, if not please contact front desk for directions
-  If you are self-isolating all deliveries and parcels will be delivered to outside your apartment door. If not, you will be advised when you can collect your parcel from reception
-  All guests are advised to maintain an open dialogue with our front of house team, via their in-room intercom system, providing a direct link to reception
-  We encourage guests to avoid communal areas and make use of their spacious apartments
-  All guests must keep external visitors to emergency contact only
-  Visual cues have been implemented in all receptions, guest lounges and shared spaces reminding guests to adhere to current guidelines
-  All doors within communal areas are key-card activated, providing touch-free access



SERVICES & FACILITIES

We have made slight changes and improvements to our current services and facilities:

-  We have multiple entrances and lifts serving our three buildings, which are supporting our social distancing efforts. All guests may only travel in a lift with members of their own apartment
-  Wall mounted hand sanitiser stations have been placed next to lifts and bin stores in basement areas
-  Our gym is available for guests to use, although we have new procedures in place to increase hygiene and social distancing. It's now open from 8am till 8pm, with a maximum capacity of 4 people and guests must sign in at reception to use
-  Whilst additional measures to protect against COVID-19 are crucial, fire safety and security remain a top priority. Our front of house team can provide advice on our current procedures and more information can be found on our in-room tablets

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GUEST JOURNEY

CLEANING

We pride ourselves on having a high standard of cleanliness across the property and regularly receive reviews highlighting this. Since the beginning of the pandemic, we have increased our cleaning measures to include:



A hand sanitising station has been placed next to our designated iPad for guests to use before and after use



We've placed hand sanitiser stations in all reception and guest lounge areas



We have enhanced our deep clean procedure upon guest checkout; investing in more Pro Zone machines, designed to cleanse the air and remove any harmful pathogens



We are also introducing Electrostatic Spraying and Fogging disinfection as a standard procedure. Our Housekeeping are working closely with local authorities to ensure we use the most effective, yet environmentally friendly virucidal products according to Regulation (EC) No. 1272/2008



Every apartment is secured with a 'seal of reassurance' once the deep clean is complete



We're paying particular attention to communal spaces and high touch point areas; lift buttons, door handles, guest iPad and luggage trolley



CHECK-OUT

All guests will be provided with the option of contactless checkout, without the need to return to the reception area.



Guests are able to leave their room keys inside their apartment and vacate at their agreed check-out time



Our front of house team can provide assistance with luggage



Guests will still be able to make use of our left luggage facility; this will be completed whilst maintaining social distancing guidelines

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COMMUNICATION

It is now more than ever the time to stay connected, when you arrive, you are welcomed home. We will use all channels available to us to provide residents with the most up to date information from STAY.



OUR IN-ROOM TABLETS

Our in-room tablets are a great resource for up-to-date information related to COVID-19 and our procedures.

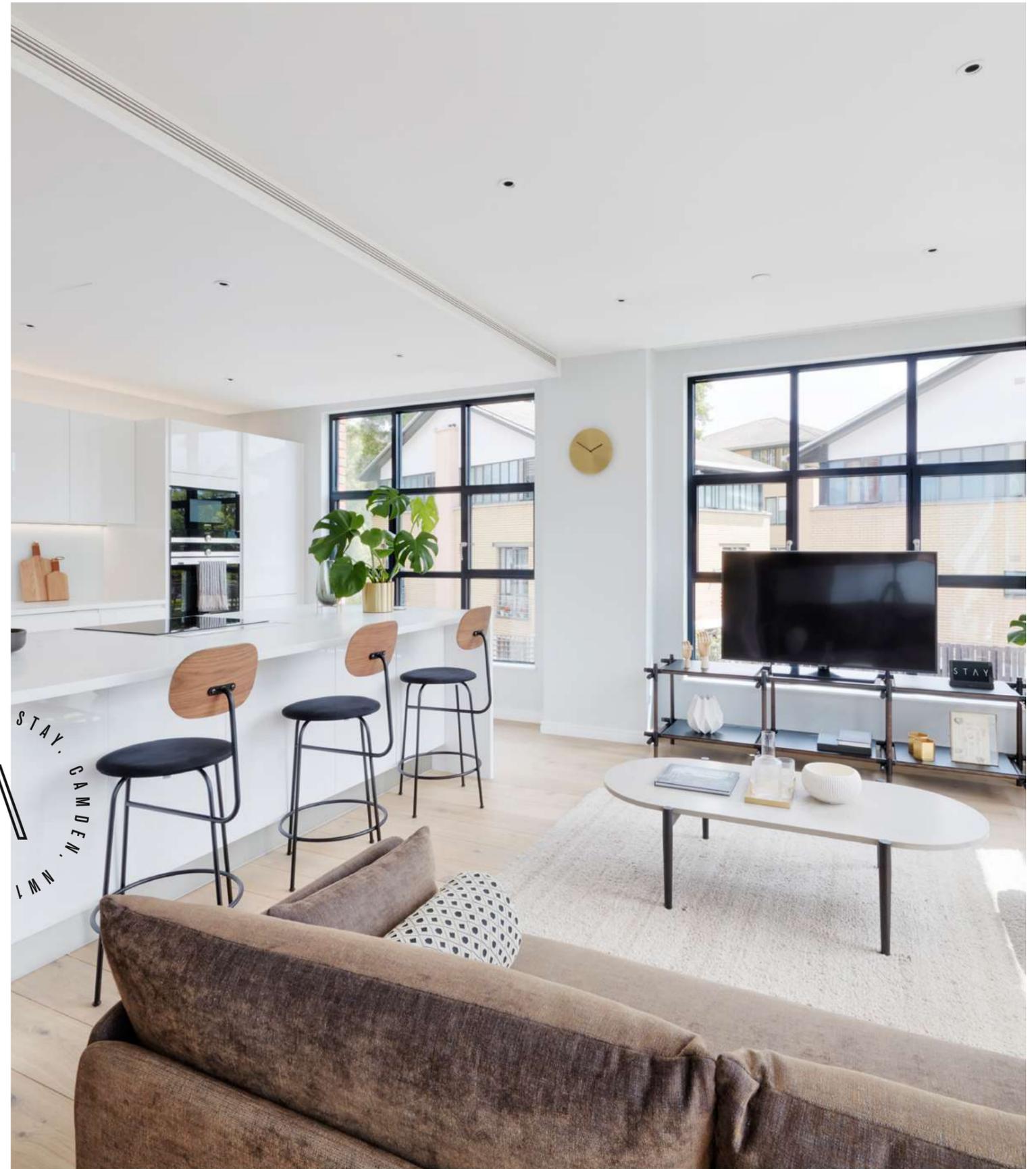


OUR TEAM

Our general manager and front of house team are on hand at all times to provide guidance, reassurance, and a friendly smile.

THANK YOU

The speed at which the pandemic took hold and the impact it has had on our daily lives has been dramatic. It's a time of great uncertainty but we will navigate the future together, we are dedicated to providing accommodation to all those who need it.





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- THANK YOU -

For more information, please get in touch.



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