



S T A Y

- OUR COVID-19 MEASURES -

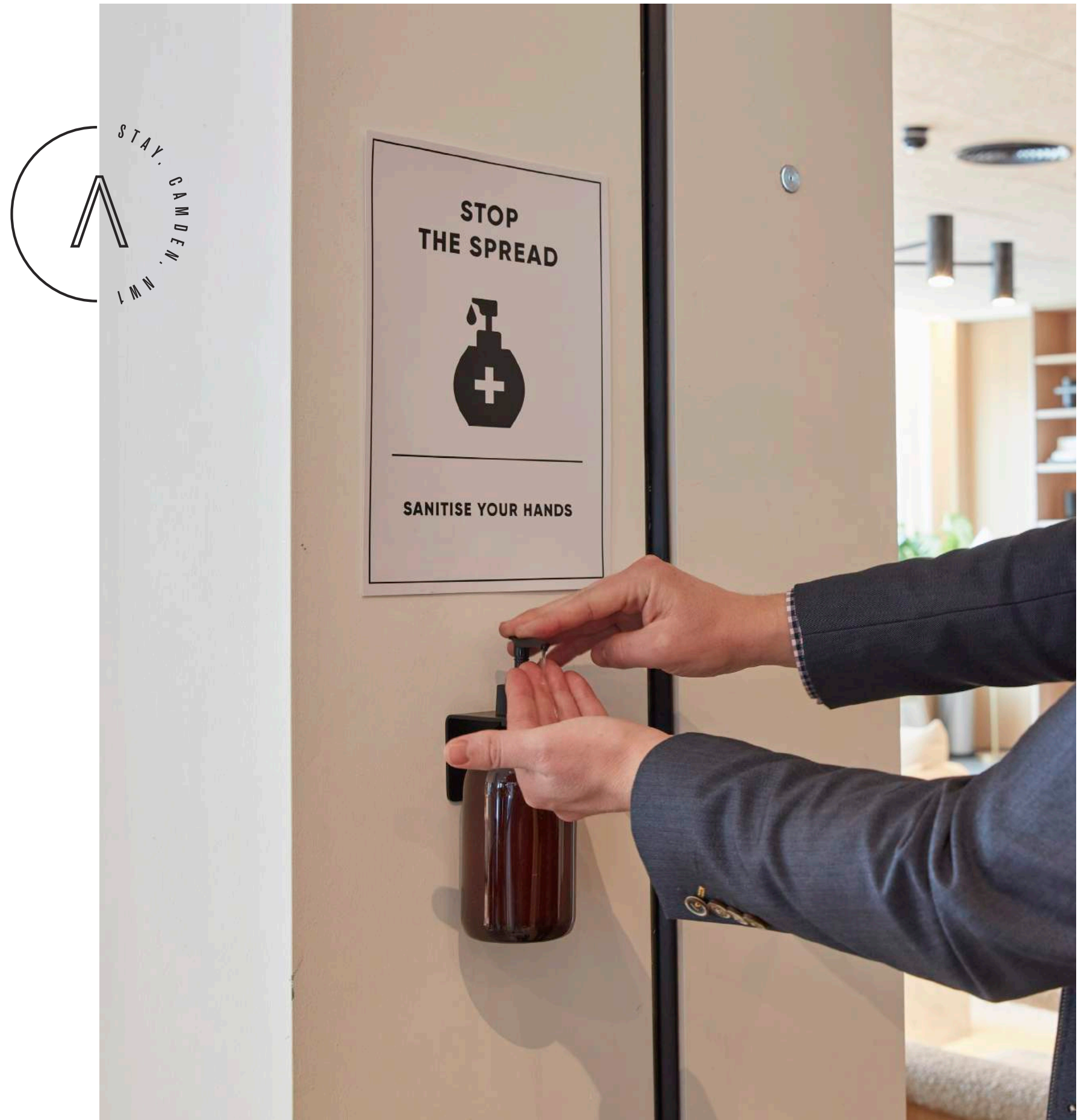


## INTRODUCTION

At the start of the pandemic, STAY introduced a number of new precautionary measures to prevent the spread and keep our guests and colleagues safe.

Though many restrictions in line with COVID-19 have been lifted in England, COVID-19 remains a risk and we continue to monitor the situation, following official UK Government guidelines.

At STAY, we are dedicated to delivering our brand promise of providing safe and comfortable accommodation that feels like home.



“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 DURING THE PANDEMIC, SEPTEMBER 2020

**STAY Camden** remained open and operational during the pandemic, accepting new bookings for guests seeking mid to long term accommodation. We are been proud to have supported hundreds of guests over the past two years, and are thankful for their continued support.



We were credited by StaySafe Hospitality, for complying with their StayClean Covid Safe Standards.



We're good to go - we have achieved official certification by Visit England, for following government and industry guidelines in relation to Covid-19.



The World Travel & Tourism Council also awarded us their international 'Safe Travels' stamp of approval. The stamp enables global travellers to recognise destinations who have adopted global standardised health and hygiene protocols.



Our guests can book and stay with confidence knowing they are booking with a company that holds ISAAP Compliance Assured Provider status and 2021 Infection Control. This status gives guests assurance that the required standards of safety, security and duty of care have been met.



- OUR RESPONSE TO COVID-19 -

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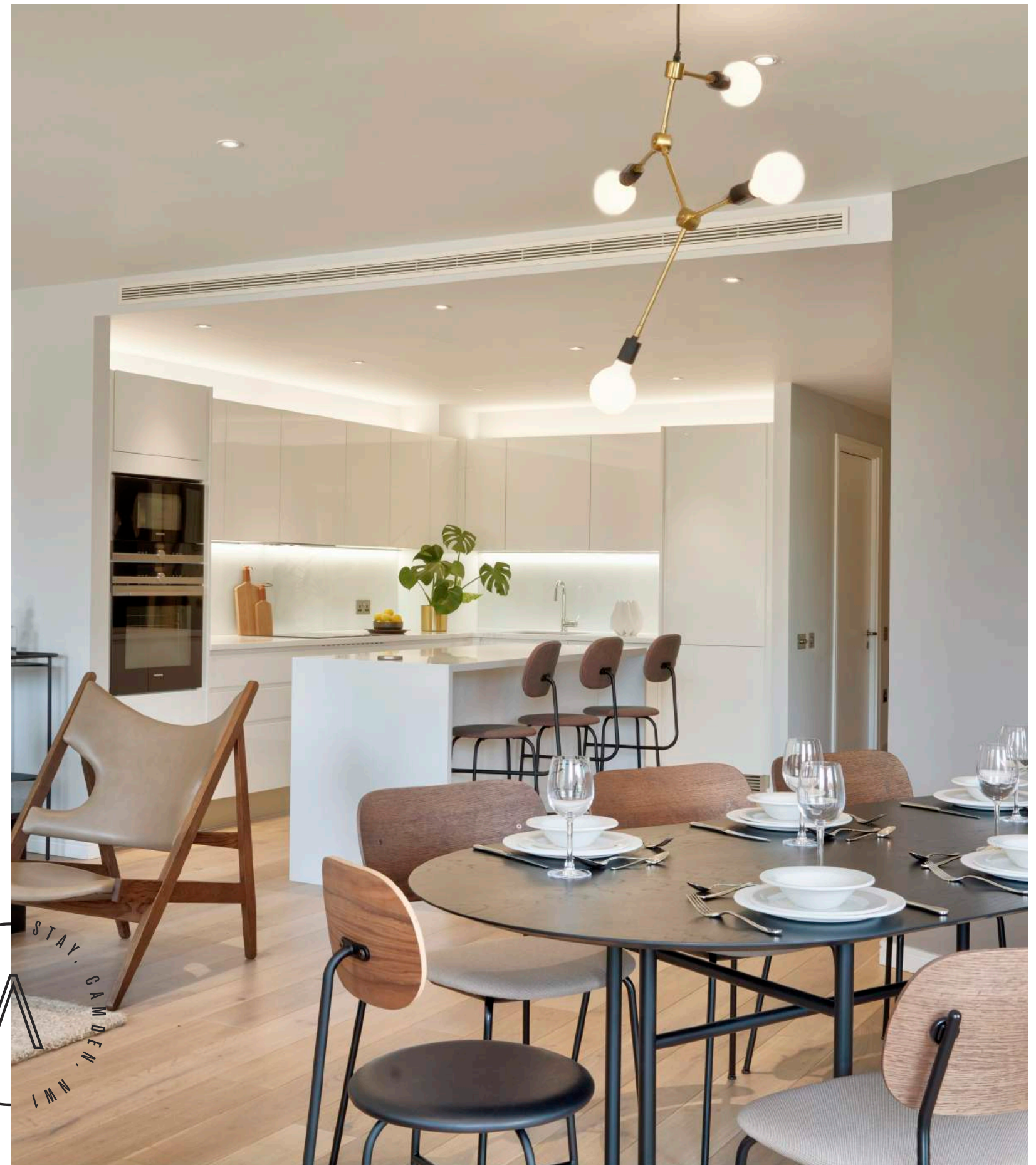
As a serviced apartment provider, we already offer self-contained spaces for our guests to safely self-isolate, including a fully fitted kitchen, living and dining area and private balcony, minimising guest interaction on property. However, we also understand the importance of adapting our guest journey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

We continue to focus our efforts on three key pillars, in order to continue creating a safe and comfortable home from home:

 PEOPLE

 GUEST JOURNEY

 COMMUNICATION





## - OUR RESPONSE TO COVID-19 -

## PEOPLE

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



## COVID-19 CHAMPION

STAY colleagues receive dedicated training on our specific COVID-19 measures and procedures. In addition we have a dedicated COVID-19 champion with enhanced training. They remain on hand to offer support to all residents where required.

ADAPTING COMMUTING HABITS  
AND WORKING HOURS

When required, our front of house team work in shift patterns, avoiding rush hour commutes.

We continue to look after the well-being of our staff, providing extra support, guidance and breaks where needed.



## PERSONAL PROTECTIVE EQUIPMENT (PPE)

Our front of house team are provided with appropriate PPE for their duties. They are also positioned behind a protective screen whilst at reception. Our housekeeping and facilities teams are encouraged to wear appropriate PPE when completing their duties.

On request, we can provide complimentary sanitising kits, including gloves, face mask, and hand sanitiser.



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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.



Guests arrive at reception and, unless medically exempt, are encouraged to use face masks.



Guests are advised to remain socially distanced at least 1 metre from those outside of their group.



At the height of the pandemic, we provided a travel and symptom questionnaire for guests to complete on arrival.



Our front of house team are fully trained and familiar with our in-room tablets for contactless communication.



Guests complete an online guest registration form, providing contact information.



Hand sanitising stations are readily available within entrances and shared spaces.



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



Our front of house team provide sanitised key cards, placed within an envelope.



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



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



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



## - OUR RESPONSE TO COVID-19 -

## GUEST JOURNEY

## IN-HOUSE EXPERIENCE





Owing to the nature of our serviced apartments, our in-room experience has not changed during the pandemic. 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
-  For those who are self isolating, we can collect any refuse and recycling from outside the apartment door
-  For those who are self-isolating, all deliveries and parcels can be delivered to outside the apartment door. If not, guests will be advised when you can collect your parcel
-  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
-  During the height of the pandemic, we encouraged guests to avoid communal areas and make use of their spacious apartments
-  All doors within communal areas are key-card activated, providing touch-free access



## SERVICES &amp; FACILITIES

We 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. We encourage guests to continue to only use lifts with members of their own apartment
-  Wall mounted hand sanitiser stations are located 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. Guests can check with our friendly reception team for the current opening hours and occupancy
-  Whilst additional measures to protect against COVID-19 are crucial, fire safety and security remain a top priority. Our front of house team continue to provide advice on our current procedures and more information can be found on our in-room tablets



## 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 increased our cleaning measures to include:



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



Hand sanitiser stations available in all reception and guest lounge areas



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



We also introduced 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 continue to pay particular attention to communal spaces and high touch point areas; lift buttons, door handles, guest iPad and luggage



## CHECK-OUT

All guests are 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



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# COMMUNICATION

When our guests arrive, they are welcomed home. We 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 -

For more information, please get in touch.



STAY.COM



+44 (0)20 3781 7999



RESERVATIONS@STAY.COM



@STAY\_WORLDWIDE