



FLEMINGS

MAYFAIR

Unpredictable times... We've got you COVID-19 covered!

Just when we thought we were in for an amazing year and a British Summer lasting more than two days with only 50% chance of rain, all hell then breaks loose with the threat of an unseen enemy - Covid-19!

We'll rest assured, we at Flemings Mayfair have bunkered down to prepare our fight against this enemy. A Generalissimo will be on the frontline to implement and oversee all battle operations and tactics, as directed by the Government, and to ensure your health, safety and wellbeing whilst you are with us.

BASIC DOs and DON'Ts

Wash your hands Every day is someone's birthday, so do sing Happy Birthday twice whilst washing. And do moisturise afterwards. Nothing worse than red-raw hands.

Cough or sneeze into a tissue. Or your elbow if you don't have one to hand. Might not be attractive but it's very effective.

Avoid touching your face - as much as you would like to draw attention to your beauty.

Wear a face mask - if you want to project an air of mystery. Be mindful of carbon monoxide!

Avoid shaking hands. A hello and a smile will suffice, as will an air kiss from afar.

Keep your social distance - not meaning to be pedantic but it's actually physical distance!

Not feeling well? Don't be a martyr and soldier on! We can change the dates of your reservation without any penalty. There is no need to put yourself and others in the line of fire.

CHECK-IN

Easy. It consists of hand sanitiser, a disinfected iPad, and a disinfected key card. In that order. No pen and paper involved:

- ✓ Use one of our hand sanitisers placed in the lobby
- ✓ Keep your social distance – our reception desk does have a protective screen
- ✓ Sign the disinfected iPad
- ✓ Receive a disinfected key card and enjoy your stay!

Facemasks and gloves are also in place for everyone's safety.

Luggage is DIY for the time being. Sadly, we don't have Hazchem suits for our porters as they don't make them in our livery. If you do need assistance, however, please let us know in advance. Do note that we will not be wearing white gloves, as the virus can live longer on fabric.

All bathroom amenities have been removed. We will provide you with our new "Be Different" welcome amenities at check-in. If you think they are just your average hotel amenities, think again...

DURING YOUR STAY

#keepyourdistance. Not only during check in, but whilst at the hotel in general. Our homely and cosy lobby is big enough for you to keep a few metres apart.



All our public areas and prominent touch points are disinfected regularly - for your peace of mind and ours.

We have hand sanitiser stations conveniently and strategically placed throughout the hotel

Feel free to enjoy a private lift ride! Just yourself or with your group. You could also exercise and take the stairs! It's good for the immune system

You don't feel well during your stay? Please be responsible. Protect other guests and our staff by staying in your room and calling us so we are able to help in any way we can.

IN YOUR ROOM

Your room, prior to your arrival, will have been cleaned and disinfected to the nth degree.

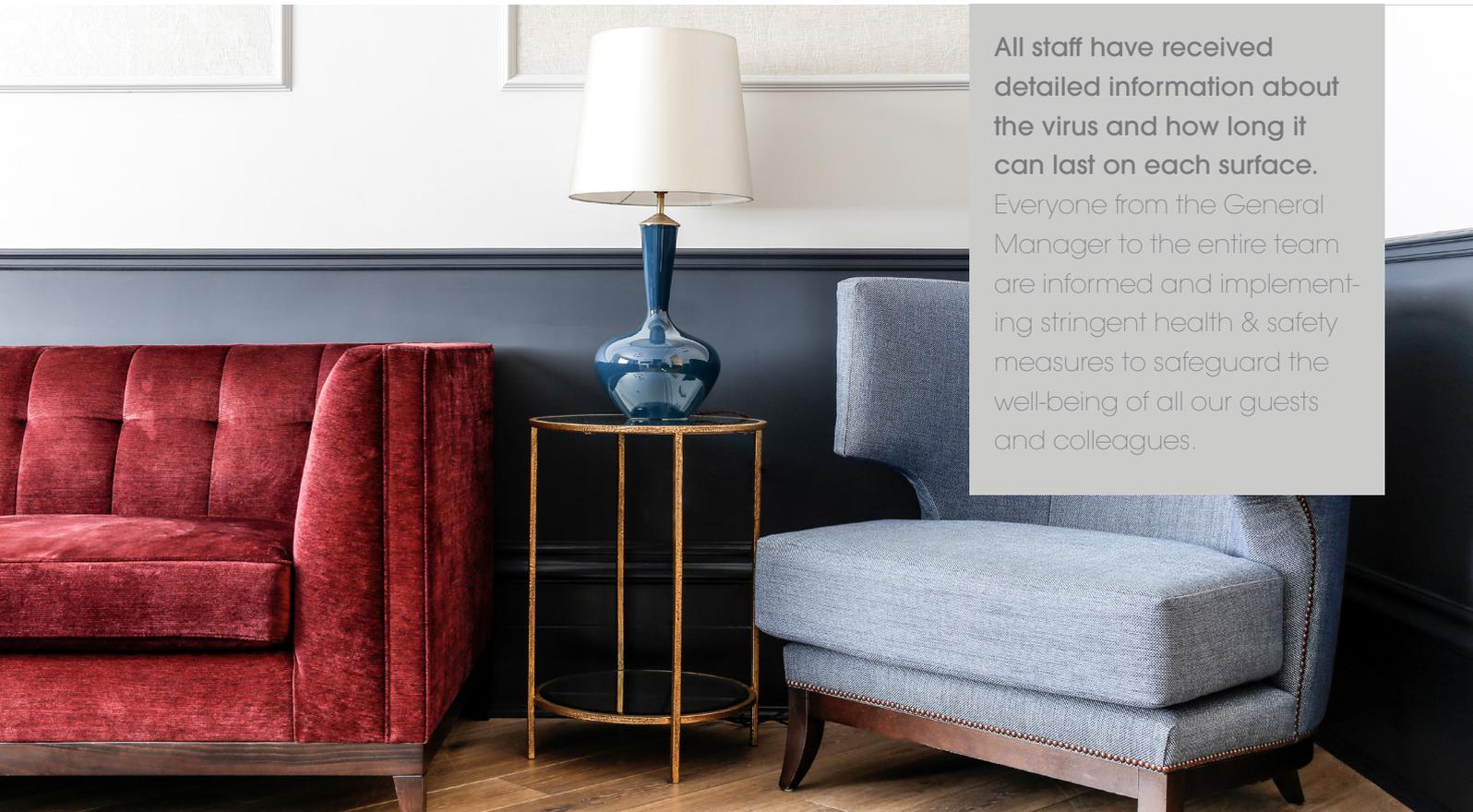
Firstly, anything surplus to what is absolutely essential will have been removed. Those items remaining as deemed necessary will be subject to the most stringent cleanliness protocols.

Should you require anything at all, our genius Concierge team is on hand to provide any items or information you may need. Or check out our website.

We do promise you'll never run out of toilet paper. We know it has been the most sought-after item of the year, but we got that covered so let the good times roll!

All critical touch points are treated with particular attention and the utmost care, just like our guests. We won't disinfect you though like we will the TV remotes, light switches, handles, all hard surfaces etc. Talk about going above and beyond!

If you request to have new linen during your stay, we will of course change this but will require notice in order to arrange logistics for the operation.



All staff have received detailed information about the virus and how long it can last on each surface. Everyone from the General Manager to the entire team are informed and implementing stringent health & safety measures to safeguard the well-being of all our guests and colleagues.

CONCIERGE

The concierge desk, keyboard, mouse, monitor and all surfaces are cleaned every hour with a disinfectant spray. There is hand sanitizer at the desk for guests to make use of and a smile from the team.

The team are asked to wash their hands frequently and to use hand sanitizer after opening all taxi/ car service vehicle doors. Do note that all the limousines in our car service get a daily deep clean and disinfection.

If the porters have received a request to transport luggage in any respect, they will wipe the bags with antiseptic wipes.

CHECK-OUT

#keepyourdistance is also rule number one during check out.

Just leave your keys in the drop box and view your bill on the iPad. We'd be delighted to email you the invoice so no need to wait or queue.

DINING



Fine dining has never looked so good!

Ormer Mayfair's Executive Chef Kerth Gumbs has wowed the nation recently with his stellar performance on Britain's favourite cooking show, BBC's Great British Menu, and good news! You can still enjoy his innovative and celebrated cuisine during your stay at Flemings Mayfair.

Breakfast is undoubtedly the most important meal of the day, so start it on the right foot at Ormer Mayfair. Our restaurant will be catering to all appetites and breakfast fancies from 7:00 to 10:30 everyday, and from 8:00 to 12:00 noon on Sundays. Because who doesn't like a slow morning on a Sunday...

Ormer Mayfair is undeniably one of London's most celebrated restaurants. Enjoy an unforgettable meal from 12:00 noon to 21:00, Wednesday to Saturday, and from 12:00 noon to 19:00 on Sundays. Please note that we have put the most stringent protocols of cleanliness in place so that you can fully and safely enjoy your Ormer experience with the important people in your life.

Got plans while in London and debating on where/what to eat? With Ormer at Home, we have continued to bring the gourmet experience we are known for to hungry Londoners' doors throughout lockdown. Look us up on the Deliveroo and Supper apps to place an order, or drop us an email on ormerathome@flemings.co.uk and we will be happy to help!

Thank you for your forbearance during your stay.
A fond farewell and we hope to see you again very soon.

"We will emerge from this more **conscious, conscientious**
and sensitive to the **health of people and planet**,
and we'll be ready **to help the world heal**"

Juliet Kinsman
Sustainable luxury travel writer
and broadcaster

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