

COVID-19 POLICY

Dear guests,

These are unprecedented times and the health and wellbeing of our guests and employees alike is our primary concern.

We have implemented a number of changes in our processes to ensure your safety and continue to reduce the risk of infection.

- *Be London Management*

CANCELLATION POLICY

We're amending our cancellation policy in accordance with the respective channels. Please check with the online channel you booked through to see details of their policy. For direct bookings made before 30th June, we are offering a flexible, 48 hour cancellation policy.

CHECKING IN

Our returning guests will notice a change to our "meet and greet" check-ins; these will no longer be face-to-face but done electronically and remotely with the guidance of one of our friendly Front of House staff. We will guide you through every step of the way including digital check-in forms, payment, key collection instructions and apartment access.

CLEANING AND INFECTION CONTROL PROTOCOLS

Stemming the spread means continued efforts to minimise the spread of infection. In response, we are implementing the following measures:

COVID-19 POLICY CONT.

- Some Personal Protective Equipment (PPE) will be available for all guests to use during their stay, these include face masks and disinfectant hand sanitiser.
- Appropriate PPE to be worn by all employees (cleaning, laundry, maintenance) when working in any of our apartments or buildings.
- Enhanced health and safety training measures have been put in place for all employees. This includes the correct procedures for wearing PPE, social distancing awareness and COVID-19 case notification protocol.
- Our measures extend to all suppliers, therefore, only suppliers meeting government recommended measures for COVID-19 infection control will be used.
- Increased cleaning of all hard surfaces throughout communal areas and in apartments between stays, or with mid-stay cleans.
- Bedding and linens between stays are bagged in the apartment to reduce employee contact and minimise exposure within communal areas.
- Laundry, bedding and linens washed at sufficiently high temperatures to ensure sterilisation.
- Our support team is focusing primarily on critical guest needs. Other requests may be delayed or denied. Our teams follow contact-free practices and will leave items outside of your door whenever possible.
- Our employees now follow contact-free practices and will leave requested items outside of your door whenever possible, and carry out maintenance tasks within apartments at mutually agreed times without guests' presence.