



Guest Questions & Answers

- **This is first time I shall be travelling to London since the current Coronavirus Pandemic was declared, what precautions do I need to take ?**

You will need to bring a face covering with you as you will need to wear it when using public transport and also when in environments when social distancing is not feasible.

- **What should I do if I am travelling from outside of the UK?**

Should you be travelling to the UK from another country please check before you leave home as to whether you will be required to 'self isolate' for a number of days on arrival in the UK. Whilst Number 63 will accommodate guests who need to 'self isolate', you may decide that you do not wish to 'self isolate' at Number 63 and would prefer to cancel your reservation. Only you can decide which is the right option for you.

- **What happens if I develop symptoms , or am unable to travel due to quarantine restrictions ,and have to cancel my booking at Number 63 at late notice? Will I still be charged ?**

The Cancellation Policy still applies. However, in exceptional circumstances the Board of Directors will consider individual requests to waiver the Cancellation Policy..

- **I have a reservation to stay at Number 63 what assurance do I have that it is a safe environment for me to stay in ?**

A comprehensive risk assessment has been carried out, safety precautions put in place , working practices at Number 63 adjusted and all staff trained in the new ways of working to ensure that the environment is as safe as we can make it for both our guests and our staff.

- **How do I check in ?**

On arrival if you have the NHS 'Test and Trace' App on your mobile phone please use the QR code on the front door . It is recommended that you use the QR code daily during your stay at Number 63. Please do not be concerned if you do not have access to the NHS 'Test and Trace' App .

Then ring the front door bell and ,after ascertaining who you are ,you will be allowed into the building. Hand Sanitiser and Disposable wipes will be available by the front door to enable you to wipe any luggage you may have with you and also to sanitise your hands. We suggest that you leave the luggage in the hallway and proceed to Reception. The member of staff will greet you and will take & note your temperature ,using a non-contact infrared thermometer, before checking you in .You will also be asked some questions related to symptoms of Covid-19 and asked to provide a contact telephone number or email address for contact tracing purposes(contact details are not needed if been able to use the QR code)

On checking you in, if you have not booked directly with Number 63 you will need to pay for your room on arrival .You may pay by using either a credit or debit card ,cash payments will not be accepted .Please be assured that the PDQ machine is

disinfected with disinfectant wipes, by staff wearing gloves, after every transaction and you will be able to access the machine safely. The member of staff will then hand you your room key and you may then take your luggage to your room.

- **What happens if my temperature is above normal ,will I still be able to check in?**
You will be given the option of returning home using private transport or be allowed to check in but asked to 'self isolate' in your room and to contact NHS111 for advice.
- **Do I have to carry my own luggage to my room ?**
For safety reasons we ask that you carry your own luggage to your room. There is a lift available and the rooms are in close proximity to the lift ,please be assured that there are no long corridors to negotiate. We advise that only one person uses the lift at any one time in order to reduce the potential for viral transmission. The lift is cleaned on a regular basis throughout the day by the staff on duty.
- **What can I expect when I enter my room ?**
The room will have been serviced prior to your arrival in accordance with the new safety procedures, the only noticeable difference will be the lack of guest information folder, loose papers and brochures plus the addition of hand sanitiser in the room. Although hand sanitiser is provided ,we would recommend that you wash your hands thoroughly on arrival in your room ,and at regular intervals,as that is still the best way to reduce viral transmission.
- **What do I do if I need to enquire about something ?**
Telephone Reception and the member of staff on duty will assist you with your query.
- **What are the arrangements for breakfast ?**
For safety reasons the normal buffet service will not be available nor the cooked breakfast service. However you will be able to order a continental breakfast which will be served to you on a tray to your room. Details of the service will be given to you on arrival.
- **Will I still be charged the same room rate ?**
Yes , this is due to the additional costs of providing room service but you will not be charged a 'tray service fee'.
- **Will there still be a bar service ?**
There will be a bar service but it will be served to your room. Just ring reception and tell the member of staff what you need and it will be delivered to your room.
- **Will you still have the light meal menu available ?**
We are aware that guests may be reluctant to go out to restaurants and so shall try to accommodate requests.
- **What should I do if I start to feel unwell during my stay at Number 63?**
Advice is provided to guests on how best to avoid the coronavirus but also what to do in the event of developing symptoms of coronavirus. You should remain in your room and advise the reception staff .
It is possible that symptoms may not be coronavirus related but the advice is the same, remain in your room and advise reception staff and medical help will be sought if necessary.
Staff are trained in first aid and know what action to take in an emergency.
- **What happens if I find that I have been traced as a Coronavirus Contact ?**
Public Health England will advise that you are tested for coronavirus as soon as possible and you may be required to 'self isolate' for a number of days.
You should make reception staff aware of the situation as it may impact on other guests and staff at Number 63.
- **What happens if there is a problem with my room ?**

Just telephone reception and explain what the problem is. We have maintenance staff Available to address issues and should it be necessary we would move you to another room.

- **How do I check out of Number 63 ?**

Take your luggage down to the front hall and go to reception. Your Bill will be available and you will be asked to check it for accuracy. Where you have paid for your room prior to your arrival then you will only be charged for incidental expenditure during your stay. You should pay your bill by either a credit or debit card ,using contactless payment where appropriate .Cash payments are not acceptable. Please be assured that the PDQ machine is disinfected with disinfectant wipes, by staff wearing gloves ,after every transaction and you will be able to access the machine safely. Once you have made your payment and received your receipt(s) you should hand the room key to the member of staff.
Should another guest be ahead of you then we ask you to respect social distancing.

- **May I store my luggage at Number 63 ?**

The storage facility will not be available for safety reason and so you will be required to take your luggage with you.

- **What should I do if I wish to compliment/complain about the service at Number 63?**

There are forms that may be completed and there are processes in place to follow up and action any complaint received .Naturally we would hope that compliments would outweigh complaints but it is only if guests raise issues of concern that we can investigate and improve our guest service .

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