



Lyaness policy

Lyaness will be reopening its doors from Thursday 20 May and operating on reduced hours. Please check our website for detailed information.

While we have always taken pride in our exemplary health and safety standards, we want to assure you that we have taken further measures to ensure the safety of all our friends and family. Whilst carefully adhering to Government guidelines, we further these procedures by taking into consideration the international experience in the fight against COVID-19. As we reopen we recognise that we are entrusted with the protection of our community – we aspire to give our team, suppliers and supporters the confidence to socialise again. Preventative guidelines are an evolving process as new information comes to light. We will continue to review and implement the most current procedures to ensure we eliminate any uncertainty when dining and drinking with us. While the guidelines below are not exhaustive we wish to disclose the measures we have undertaken prior to opening our doors again.

RESPONSIBLE SOCIALISING

- x We ask that all guests awaiting test results or with health concerns relating to Covid-19 to please postpone their reservation
- x Installing signage reminding both guests and our team of our social responsibilities

ENHANCED CLEANING

- x Hand sanitiser stations are available to the guest in frequently used areas
- x Shared service points to be cleaned every 30 minutes
- x Disinfectant sprays in operation for both hard and soft furnishings

DISTANCING

- x Reduced capacity to ensure a minimum 1.5 metre distance between table
- x Limited guests in the venue that will not exceed 1 person per four metre squared
- x Designated route to tables designed to reduce frequency of foot traffic

ARRIVALS AND DEPARTURES

Signage and appointed team members will be available to guide guests through a one-way traffic flow. We will additionally have floor signage that will highlight the physical distancing required at various queuing points.



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HYGIENE

- x All team members undergo a rigorous pre-screening and arrival process prior to the commencement of their shift
- x Every team member undergoes hotelwide COVID-19 training, including the correct use of sanitation chemicals plus the application and disposal of PPE
- x All our team will be wearing masks and gloves where applicable

MENUS

We now offer all our menus digitally which can be accessed via our public Wi-Fi, SMS or QR code. QR codes will be available on bar business cards which will be provided to guests.

CONTACTLESS PAYMENT

We accept all methods of contactless payments. Please be aware that your own bank might impose restrictions and in this case our cash machines are sanitised before and after use.

GUEST CONTACT INFORMATION

As part of government guidance we will require that you share the details of the bookings lead guest upon your arrival. To limit contact this can be completed via SMS and will be stored securely within our reservation platform and will be subject to our GDPR standards. After 21 days you may request for this data to be deleted. Please email privacy@seacontainerslondon.com. We have an unwavering commitment to the safety of our guests and our team. Should you have any more questions, please feel free to contact us at wecare@seacontainerslondon.com.