



01 **WELCOME TO BELMOND CADOGAN HOTEL**

We're delighted to reopen the doors of Belmond Cadogan Hotel and warmly welcome you back to our stylish retreat in the heart of Chelsea.

In light of the global COVID-19 pandemic, we wish to reassure you that your safety and wellbeing are our highest priority. We have put careful new protocols in place, ensuring you can continue to enjoy the pleasures of our hideaway with confidence.

Look forward to discovering – or rediscovering – our stylish retreat. When you stay at Belmond Cadogan Hotel, London is yours to explore. Step out from the main entrance and be swept up in the luxury brands and high-end retailers of Knightsbridge. Alternatively slip out of the side door and be in the artistic heart of Chelsea, full of craft boutiques, artisanal food and trendy drinking spots. After a day sampling the delights of the city, you'll find every indulgence awaiting you back at the hotel. Cosy up in front of the fire with your drink of choice, or slip into the indulgence of your beautiful suite. It's truly a welcome home.

We've outlined the main procedures regarding your stay below. For more information on Belmond's commitment to safe travel, please see <https://www.belmond.com/legal/coronavirus>.

We look forward to seeing you here at your new home in London soon. Until then, stay safe, stay well, and stay curious!

Nick Bromhead, Hotel Manager

02 **PRE-ARRIVAL AND ARRIVAL**

FACE COVERINGS

The UK Department of Health requires masks to be worn when travelling on public transport or in the event that a 2m distance from another person cannot be maintained. Our reusable cloth masks are specially designed by Nancy Cadogan, a local artist, and are provided as a welcome gift for all guests enjoying our accommodation. If you'd like to purchase additional cloth masks, please visit our concierge desk in the lobby. For additional peace of mind, we can provide a complimentary single-use disposable mask for any guest needing one.

TEMPERATURE CHECKS

Please be aware that to ensure the safety of our retreat we will be asking all guests to undergo a contactless temperature check when entering the hotel. Anyone who refuses to complete the check will not be permitted to enter the hotel or restaurants.

CHECK-IN

Why not take advantage of the digital check-in option available on our Belmond app.

Alternatively, check in at the front desk. Our specially trained team will personally look after you throughout your arrival. If there are other guests present, we will lead you to our Cadogans Lounge to wait with a welcome drink until the front desk is free. Social distancing will be in effect, with signage displayed by the main entrances and in the lobby area.

03 ACCOMMODATION

CLEANLINESS

As you would expect, we remain uncompromising in our approach to cleanliness. We have collaborated with leading health and hygiene authorities to ensure our guests, employees and community are protected. Enhanced protocols have been implemented, which will be constantly reviewed to guarantee our even-higher standards are upheld.

IN-ROOM TRAVEL PACKAGE

In your room, you'll find a selection of products provided in partnership with Bamford that will ensure your health and wellbeing whilst experiencing London. We hope you'll enjoy using the items – hand sanitizer gel, hand lotion, bath salts, cleansing wipes and an unique cloth mask designed by Nancy Cadogan – during your stay and feel free to take them home with you.

SERVICES ON REQUEST

Please request the following services if you would like them: turndown, mini-bar, espresso machine, complimentary tea, wine opener, laundry service and other additional housekeeping services. Housekeeping services are available daily during your stay, unless you wish to have them with different frequency. Please contact our Housekeeping Department or Concierge to schedule cleaning services over the duration of your stay.

YOUR IN-ROOM ENTERTAINMENT

All dining menus, hotel directories, local weather and travel news and billing information are available at the click of your TV remote or take control with the Belmond App.

04 **WINING AND DINING**

RESTAURANT, BAR & LOUNGE

Our restaurants have been spaced according to the latest country laws regarding social distancing. For breakfast, lunch or dinner, reservations of tables are required. You can browse our breakfast, lunch, afternoon tea, bar and dinner menus on our website and on your In-Room television. Single-use printed menus are available on request.

IN-ROOM DINING

Our especially designed in-room dining menu allows you to savor specialties in the comfort of your room. You can also find additional menus, such as personalised mini bar, following the links on the QR codes you will find in your room or on the Belmond App.

PICNICS

Go al fresco with our picnic afternoon tea menu. Available for pre-booked experiences, take the unique opportunity to enjoy Adam Handling's award winning Afternoon Tea in the Cadogan Place Gardens. To make a booking and for more details please visit the Concierge Desk.

05 **WELLBEING**

SPA

Massages and beauty treatments are available in our Spa Suite during your stay. Your treatment must be booked a minimum of 24 hours in advance and require full prepayment at time of booking. Cancellations within this booking period will be subject to a cancellation fee.

PRIVATE TREATMENTS

Let a trainer put you through your paces in a private fitness session, indulge in an in-room spa treatment or wellness ritual, or take advantage of our full array of outdoor activities such as hikes, bicycle rides and yoga at the Lily Pond to ensure your stay with us is truly memorable.

FITNESS SUITE

The gym is available upon reservation and for a maximum of one hour per day, per person. Please visit the Concierge Desk for assistance.

TENNIS

Our secluded and private tennis courts are located in Cadogan Place Gardens. Our resident tennis coach is available or you can play together on the courts. Equipment can be provided. Please enquire with our Concierge to reserve an hourly lesson.

06 **OUT AND ABOUT**

PUBLIC AREAS

Masks must be worn in all indoor areas in the hotel, and in all public areas in and around Venice, including restaurants, bars and retailers.

PUBLIC TRANSPORT

All guests should be advised that face masks are mandatory when travelling on public transport in London.

TRANSFERS

Our preferred transfer partner, Millennium Chauffeur, ensures all vehicles will be fitted with the hand sanitiser gel, face masks and nitrile gloves.

07 **FOND FAREWELL**

CHECK-OUT

Use our Belmond app or on your TV to enjoy virtual and express checkout. While you're there, why not explore other Belmond properties around the world or read our inspiring publications to help you plan your next adventure?

Alternatively, check out can be done in person at the Front Desk. For more information and future travel arrangements please visit the Concierge Desk at any point during your stay.