

COVID MEASURES

To ensure the upmost protection and safety of all our members and staff at Over-Seas House, and in accordance with UK government guidance, the following Health & Safety measures have been implemented. Please note that these measures are subject to be amended in order to adhere to developing UK Government guidelines, and we continue to monitor the situation closely.

Public areas

- All employees in contact with members and visitors wear masks and gloves.
- Masks and gloves for guests are available on request.
- Contactless hand sanitizer stations are available in all public areas including bedroom floors.
- Distance markings signage and routes are available to ensure smooth movement of members and visitors around the clubhouse.
- The public areas, including door handles, elevator buttons, reception counter, and other surfaces, are disinfected every hour.
- Public areas are regularly cleaned and ventilated.
- The elevators will be limited to one person at any one time (except people travelling together).
- Notices are posted in key locations throughout the clubhouse to draw people's attention to the safety measures in place.

Reservation, Reception, Check-in & Check-out

- A Pre-check in registration form is emailed to everyone staying overnight prior arrival - further information will be made available to guests prior to arrival.
- Cashless payments are recommended where possible.
- Disinfection of room keys cards taking place.
- Protective screens on the Reception desk.
- To protect our employees, members and visitors, we are minimising contact with luggage and coats. Luggage is disinfected and coats covered to minimise cross contamination.
- Opening times and tables have been reduced in the Brabourne Room, Duke of York Bar and other seating areas to ensure members and visitors are adequately spread out.
- Prescribed minimum distance between tables.
- Disinfection of the tables, counters, bill folders, salt & pepper dispensers, etc. after each use.

Bedrooms

- Breakfast available by room service only.
- Regular disinfection of door handles, light switches, remote controls, and other surfaces.
- Additional surface disinfection and foggers used to clean rooms.
- All non-necessary equipment such as magazines, writing utensils has been removed from the rooms until further notice, and a QR code to access complementary magazines and newspapers is available at reception.
- Additional Guest Kits with masks, sanitiser and gloves are available in each room.

These measures have been incorporated into the ROSL spirit of care and hospitality and we look forward to welcoming you very soon.