

HOTEL (THE MERCER)

Enhanced Health & Safety

Our Health and Safety protocols have been expanded, with the implementation of the following measures

The Hotel

Enhanced ventilation and air filtration are in place.

The property is deep cleaned daily, utilising safely-deployed technology including HEPA air filtration and Ozone.

The layouts of the Lobby, public areas, and back-of-house have been adjusted to facilitate physical distancing.

A thorough Risk Assessment has been conducted by the appointed Health Marshall who will reinforce Health & Safety procedures across all departments.

Hotel rooms undergo enhanced daily cleaning procedures by housekeeping, including specific measures for the safe cleaning of laundry.

Your Stay

Guests are required to wear a face covering in public areas.

Contactless temperature checks are required for all arriving guests and guest contact data will be collected to support contact tracing.

Guests are asked to maintain 6ft physical distancing, and capacity restrictions are in place in all public areas.

Guests are asked to refrain from visiting the Hotel if they have tested positive for or diagnosed with COVID-19, are symptomatic, need to quarantine, or have been instructed to self-isolate.

In accordance with New York law, any guest arriving from a non-contiguous state or from another country designated under a CDC level 2 or higher COVID-19 travel health notice, must complete a Traveler Health Form.

Guests are provided with hand sanitiser stations across the property and are asked to regularly wash their hands.

Our People

All staff are required to wear a face covering throughout their shift, and gloves where required.

A health assessment is conducted for all staff daily, including a non-invasive temperature check. Any staff showing symptoms will not arrive at work.

Before starting their shift, all staff receive a daily briefing to review health and safety measures and reinforce essential hygiene procedures.

Staff are trained on expanded health procedures, including respiratory etiquette, hand hygiene, physical distancing and enhanced cleaning regimes.