

Service *Update*

Dolphin House Serviced Apartments Covid-19 Service Update - August 2020

- Apartments available, from studio to 3 bedroom, ideal for families.
- Flexible cancellation policies.
- Free, secure, onsite parking (Zone 1), outside the congestion charge zone and within walking distance to Vauxhall, Westminster and Victoria.
- Onsite complimentary laundry room with washers and dryers.
- Onsite shopping including a newsagent, greengrocers and a mini mart.
- Boxed breakfast and a daily menu available, with both contactless payment and delivery.
- Beautifully landscaped gardens within the Square, for fresh air and exercise.
- Local pharmacies and supermarkets (Tesco, Waitrose and Sainsbury's) within walking distance.
- 24-hour reception, on-premises Duty Manager and security team.
- All team members are equipped with appropriate Personal Protective Equipment (PPE) from reception through to housekeeping and maintenance.
- The Fitness Club has reopened, by appointment. Please call extension 8686 or 5502 to book.
- The Bar & Grill remains closed.





Measures in place to support the health and safety of our residents and key workers:

ARRIVAL AT RECEPTION (Chichester Street)

- Spatial floor markings upon entry to the lobby to ensure social distancing.
- Hand sanitiser available for residents, visitors and team members.
- Protective screens at reception.
- Details taken in advance to minimise check-in time and maintain social distancing.
- Parking bay allocated at check-in (subject to availability on confirmation of accommodation).
- Frequent sanitisation of high touch points, including PDQ machines and reception desk.

RESIDENT CHECK-OUT

- Express check-out to maintain social distancing. Credit cards with chip and pin, provided on arrival, can be processed on departure without contact.
- Invoice sent direct to client via email.
- No cash transactions.

HOUSEKEEPING & ENHANCED SANITATION

- Electrostatic cleaning system used in all apartments prior to arrival.
- Apartments cleaned whilst vacant.
- Daily housekeeping service with linen change every three days (unless specifically requested otherwise).
- Focus on public touch points such as metal surfaces / lift plates / door handles etc.