

Service Update

Dolphin House Serviced Apartments Covid-19 Service Update – March 2021

- London is currently in 'lockdown' and the associated regulations must be adhered to. Please refer to <https://www.gov.uk/guidance/national-lockdown-stay-at-home> for further information.
- Entering the UK and latest quarantine information <https://www.gov.uk/browse/visas-immigration/arriving-in-the-uk>
- It is compulsory (government guidelines), to wear a face covering whilst in the public areas and corridors at Dolphin House.
- A variety of apartment types available with 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 available daily with 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.
- DSQ Fitness Club and pool are currently closed (Government guidelines).
- 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)

- QR code displayed in reception for NHS COVID-19 app.
- 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 and facial coverings to be worn in all public areas.
- 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. No cash transactions.
- Invoice sent direct to client via email.

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 area touch points such as metal surfaces, lift plates, door handles etc.