

Coronavirus Statement - We Always Care

In light of the global outbreak of COVID-19 and in line with the government recommendations we have made a very difficult decision to temporarily close Lancaster Bangkok. This is to ensure the safety and well-being of both our employees and our guests.

We look forward to opening our doors as soon as we can, and to welcome you back to our hotel as soon as we are allowed to do so.



We are continually working to Government guidelines in order to ensure all regulations are fully adhered to. Lancaster Bangkok has been awarded the “Amazing Thailand Safety and Health Administration” (SHA) certification, which confirms that our standards of hygiene and disease prevention are compliant with the guidelines set out by the appropriate departments of the Thai Government.

You can be assured that health and safety of all of our Lancaster Bangkok guests and colleagues alike is of the utmost importance to us, however our number one priority continues to be Guest Service, and our new protocols will be in line with our values as a five star Hotel.

This is what you can expect once our doors are open again:

Our Hotel

- ❖ The hotel will have been fully and professionally sanitised prior to reopening.
- ❖ Whilst we pride ourselves on general cleanliness and housekeeping standards, we will increase the frequency of cleaning our public areas including lobbies, elevators, door handles, public bathrooms, etc.
- ❖ We will increase the frequency of our periodic full-scale sanitisation regime.
- ❖ Antibacterial hand sanitisers will be available throughout the entire hotel.

Our Guests

- ❖ Guests will be respectfully temperature checked on arrival to the hotel, and will check in using the Thai Chana application, which enables a “track and trace” system in the event of an outbreak.
- ❖ Guests displaying symptoms will be advised on the best course of action.
- ❖ The gym and spa will be fully sanitised pre and post each guest usage, and there will be limitations on the number of guests in the pool at any one time.

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- ❖ New lift rules will be implemented - limiting the number of guests allowed in one lift at the same time.
- ❖ We will encourage guests to take advantage of our contactless check in and check out facility to avoid risks of contamination.
- ❖ PPE amenities will be available for guests upon request, hand sanitiser and masks will be provided as an in room amenity to all guests.
- ❖ Buffets will be served by the restaurant team using approved distancing and PPE, and a la carte items will be available at breakfast alongside “zero contact” room service options.

Our Team

- ❖ Our hotel team will be receiving ongoing briefings and enhanced operating protocols as well as extensive team training on latest government advice.
- ❖ The hotel has digital thermometers in place to check the temperature of every team member before their shift.
- ❖ Appropriate PPE will be worn by the hotel’s employees in all areas ensuring our team and guest safety at all times.

Social distancing in bars and restaurants

- ❖ We will continue to adjust food and beverage service in accordance with current government guidelines.
- ❖ Our staff will be trained for minimal contact during service.

- ❖ We will introduce spacing between tables and apply government restrictions on distancing and capacity.

Events

Our dedicated Events team has been developing operational plans to allow us to facilitate events in line with current government advice including operational changes to service and room set ups; revised guest movement flows; supply of personal protective equipment; enhanced hygiene and cleanliness procedures.