



Luxury Serviced Apartment Specialist Cheval Collection is Open for Business

London apartments focused on guest hygiene and safety



April 2020 Luxury London based serviced apartment provider [Cheval Collection](#) is open for business and continues to welcome guests to self-isolate and work comfortably from their very own apartment. Cheval has continued to operate throughout the current crisis and has adapted procedures in line with government and health authority advice to maintain the highest level of cleanliness and hygiene, whilst offering the best service possible.

Cheval Collection's Residences do not prepare any food on site and all guests have access to fully equipped kitchens. Any shared on site spaces and facilities where there could be risk of contamination, such as gyms, have been closed. Any guest who chooses to, very easily, self-isolate in one of Cheval Collection's apartments can expect the full support of the residence and will be able to take advantage of a number of services including housekeeping on request (or a cleaning pack for those who wish to service their own apartment), coordination of any contactless deliveries chosen to be received and virtual direct contact with the concierge teams using Cheval's App (available for both Apple and Android devices).

For any new arrivals prior to 31 May 2020 a minimum stay restriction of fourteen nights will apply, to decrease guest arrivals and departures. Booking flexibility is also key, with guests currently being able to cancel stays of over seven nights with just seven days' notice - rather than the previously required 21 nights.

George Westwell, CEO Cheval Collection, says: *'Above all we are focusing on the customer, ensuring their safety and putting their mind at ease with flexibility and our thorough hygiene standards - we will continue to do so even after restrictions have been lifted. We have significant precautionary*

measures in place, in light of COVID-19, and our reservations department is also available to discuss bespoke requests with all current and future guests.'

The following are just some of Cheval Collection's increased hygiene methods:

- **The frequency of all cleaning processes has been increased**, including the disinfecting of all surfaces in apartments and public areas, with a focus on the counter at the front desk, elevators (and elevator buttons), door handles, public bathrooms, apartment fobs (including sanitising key fobs and handing them to guests in envelopes), pens and luggage trollies
- **Weekly housekeeping service** is offered to guests on a request basis. The room attendant will be wearing a face mask, gloves and protective equipment on arrival. Where possible, guests are requested to vacate the apartment during the cleaning process. Alternatively, cooperation in maintain social distancing is requested
- **Hospital-grade disinfectant** (Oxivir Plus) is being used in all cleaning processes
- Front desk staff have constant access to **antibacterial hand sanitisers and infrared thermometers** for regular temperature checks
- There are also hand sanitiser points in all public areas in Cheval Residences. **Welcome hampers in apartments now include hand sanitiser** and surface wipes as standard
- **Every member of the team working on site has been accommodated in their own apartment.** They work a shift pattern which sees them staying in the building for up to a week. Private cars are arranged so colleagues do not need to make use of public transport. When on duty, team members observe social distancing and maintain appropriate distances from each other to minimise contact as much as possible
- **Special attention is given to all back of house areas**, with an increased frequency of cleaning focusing on high-touch areas like colleague entrance areas, locker rooms, laundry rooms and canteens
- **Daily meetings** are held to facilitate ongoing updates and training for all operational staff
- The operational team is dedicated to ensuring guests are aware of **social distancing when using lifts**

Cheval Collection includes eight serviced apartment residences across London and offers a stylish, spacious and self-contained alternative to hotels. With a beautiful collection of serviced apartments, townhouses and penthouses in some of London's most prestigious neighbourhoods, Cheval Residences offers more than just a home and makes life blissfully easy for guests. Cheval Collection continues to work with both staff and guests to ensure stays are safe, enjoyable and secure.

For more information, please visit: www.chevalcollection.com

-ENDS-

About Cheval Collection

Cheval Collection has earned a reputation for exceptional service and quality and is recognised for being at the leading edge in the management of luxury serviced apartments and residences. The current eight Residences in operation include a total of 512 apartments, ranging from open plan one-bedroom layouts to grand penthouses, all situated in prime locations.

With over 35 years' experience of developing and managing luxury serviced apartments and residences, Cheval is recognised as being one of the most experienced luxury operators in the marketplace.

Twitter - @Cheval_Global

Facebook - @ChevalCollection

Instagram - @chevalcollection

For more information, please email:

Aisha Bennett or Felicity Womersley Smith at Four Travel

Tel: +44 (0)203 697 4200

Aisha.Bennett@fourcommunications.com

Felicity.womersleysmith@fourcommunications.com