



ST. JAMES' COURT
LONDON
A TAJ HOTEL

OUR COMMITMENT TO YOU

A very warm welcome to St James' Court, A Taj Hotel, London.

As the world steps into the new normal, the spirit of Tajness stands reinvigorated, driven by the supreme importance it places on the safety of its guests, employees and all stakeholders and delight of its guests. Tajness – A Commitment Restrengthened is a mark of assurance of IHCL's authentic Indian hospitality, with an added comfort of safety and hygiene.

Created in accordance with the norms laid down by the World Health Organization (WHO) and the Government of United Kingdom, it reflects our assurance of safety and comfort for our guests and the well-being of our associates and partners.

We are super excited to welcome you into our hotel with renewed vigour. I can assure you that my team and I will continue to deliver exceptional and memorable experiences, with the signature Tajness warmth, as you come back to your second home.

Amidst all the news through these difficult times, there has emerged some good news. We are delighted to share that as per **Brand Finance's India 100 2021 Report**, Taj has been rated as the *Number One hospitality brand in India*.

The purpose of this document is to provide you with a summary of what to expect when you stay with us. If you are unsure about anything our team is on hand to answer any additional questions you might have. Safe travels and we look forward to welcoming you to St. James' Court, A Taj Hotel, London.

Yours Sincerely,

Mehrnavaz Avari
Area Director & General Manager



CLEANING & HYGIENE

We have enhanced our public area cleaning programme with regular disinfection of all high touch areas. Safe disinfectants will be used in all public areas and kitchens for all hard and soft surfaces.

Sanitising Stations

Visible hygiene kits which include hand sanitiser, masks and tissues will be provided at interaction points for guests and staff to use when requested. We highly recommend guests to wash hands regularly.

PPE (Personal Protection Equipment)

Our staff will continue to wear face coverings and additional PPE where required. Regular health checks and counseling support is also provided to ensure their physical and mental wellbeing. While not a legal requirement we recommend that guests over the age of 10 years wear face coverings in crowded areas.

Social Distancing

Physical distancing is no longer a legal requirement in England but may be required in some settings.

PRE-ARRIVAL

Pre-screening Call

Prior to arrival, our Reservations team may place a pre-screening call. Please provide them with all your travel information and documents to enable a quick and contactless check in on arrival.

The UK Government has implemented a 'traffic light system' for international travellers. To view detailed rules of entry to the UK from each country, please read more [here](#).

Arrivals from amber list countries might be able to end self-isolation earlier through the Trace and Release scheme. Please read more [here](#) for the latest updates.

Estimated Time of Arrival

Estimated time of arrival is requested to assist with pre-arrival planning.

ARRIVAL

Check-in

Guests will be met at the main entrance of the hotel where luggage will be sanitised. Guests will be guided to check-in and provided with directions to their rooms or accompanied by a member of staff.

Access to the hotel will be through the lobby or the Courtyard and guests must have their key with them at all times.

YOUR ROOM & HOUSEKEEPING

Your Room/ Suite

Guest rooms have been disinfected and sanitized using the recommended chemicals.

All rooms will have a pre-placed hygiene kit (two face coverings and hand sanitiser).

Mini bars will be customised according to your requirements. To pre-order or request mini-bar items, please contact Reservations or our Concierge team.

Complimentary tea and coffee making facilities will be available in your room. If you require replenishments, please notify the Front Office or Housekeeping.

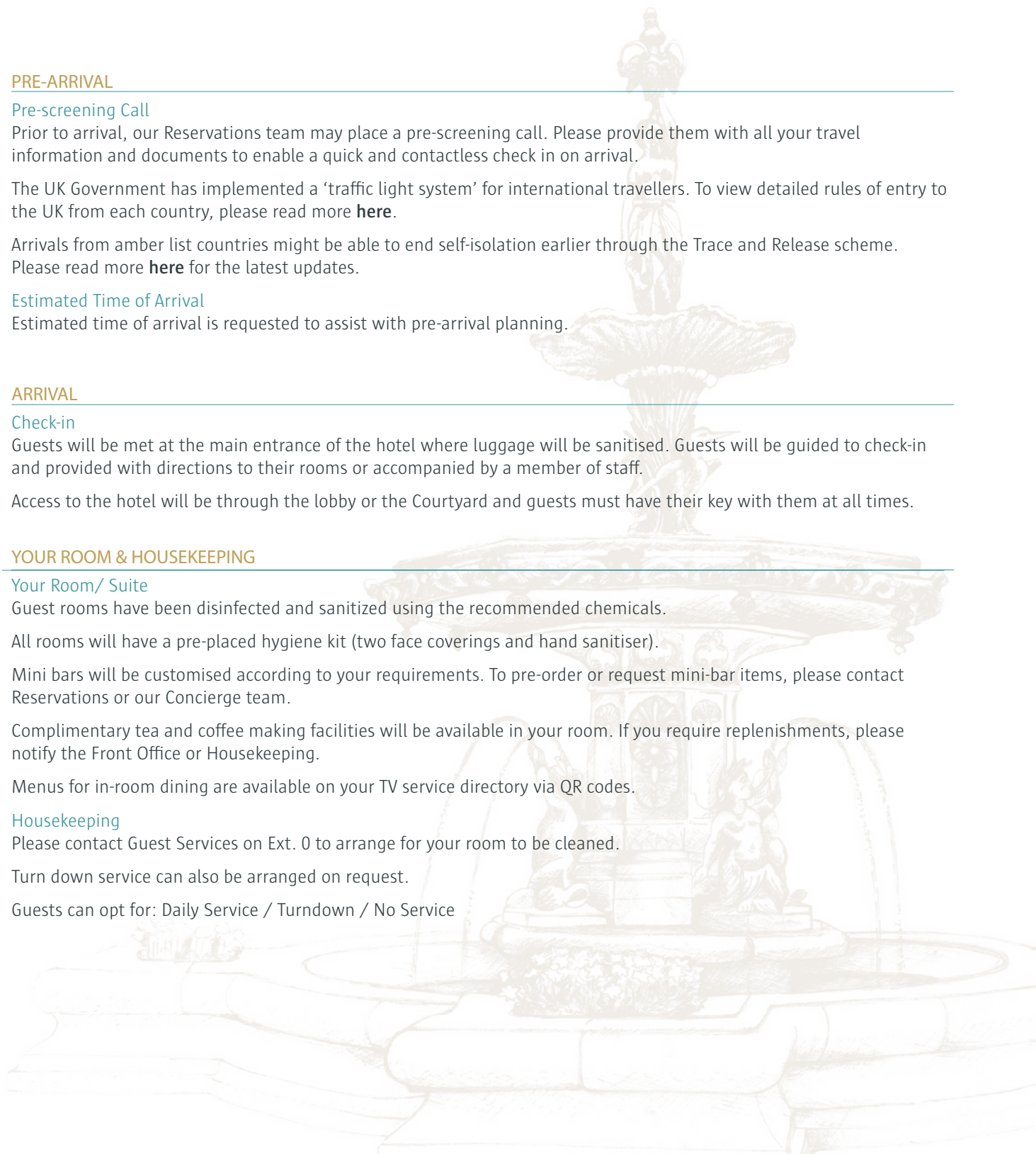
Menus for in-room dining are available on your TV service directory via QR codes.

Housekeeping

Please contact Guest Services on Ext. 0 to arrange for your room to be cleaned.

Turn down service can also be arranged on request.

Guests can opt for: Daily Service / Turndown / No Service



DINING

Bistro at St. James' Court, A Taj Hotel

Breakfast: 07:00-10:30 (until 11:00 on Saturday and Sunday)

Lunch: 12:00-15:00

Dinner: 17:30-23:00 (Last orders at 23:00)

Kona at Taj 51 Buckingham Gate Suites & Residences

Afternoon Tea:

Wednesday – Friday - 12:00 and 14:00 seatings

Saturday & Sunday - 12:00, 14:00 and 16:00 seatings

Currently serving Alice Queen of Hearts and Indian Jasmine Afternoon Tea. Each seating is for 90 mins.

Quilon

Lunch: Saturday & Sunday - 12:30-15:30

Dinner:

Monday - Closed

Tuesday, Wednesday, Thursday, Sunday - 17:30-21:00

Friday & Saturday - 17:30-21:30

Hamptons Bar

12:00–23:00 daily

Pianist in the lobby on Friday and Saturday from 18:00–21:00.

In Room Dining

Breakfast: 07:00-10:30

Lunch & Dinner: 10:30-23:00. (Last orders at 23:00)

In-room dining offers a safe and contactless in-room dining service if desired. Food tray/ trolley can be delivered and left outside the guests room/suite and the same process can be followed for clearance, please advise your server.

The Courtyard

12:00-23:00 daily (weather permitting).

WELLNESS CENTRE

Jiva Spa

Spa treatments are available from Wednesday to Sunday from 11:00–19:30. Pre-booking is essential.

Wet areas (vitality pool, sauna and steam room) are open daily from 11:00-19:30. Please note that these are reserved to guests over the age of 16 only.

Jiva spa facilities are also available for exclusive group hire.

For further information, inquiries or reservations, please dial '0' for Guest Services Centre or email booksjc.london@tajhotels.com.

Fitness Centre

Open 24/7.

OUR TEAM

Each member of our team has been trained on COVID-19 health and safety protocols.

All employees will be screened daily including temperature checks taken prior to entering the hotel.

All employees will wear appropriate face coverings/PPE.

All employees are required to frequently wash hands/use sanitizer - minimum hourly.

All employees will observe social distancing where appropriate.

St. James' Court, A Taj Hotel

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