



Welcome to the first newsletter dedicated to keeping our neighbours informed about what is happening at Claridge's.



Firstly, we hope you and your loved ones are safe and well. These have been challenging days for us all, yet amid the hardship comes hope. At Claridge's, we have been busy rechanneling our spirit of hospitality in support of our great city, and were proud to provide a welcoming refuge to many of London's critical care NHS teams during the peak of lockdown.

Now, having said goodbye to the last of those frontline workers and with our sister hotels, The Connaught and The Berkeley, already open, we are planning for our own reopening. This newsletter explains a little about what we have been up to within the hotel and what our plans for the coming months are.

This present crisis has reminded us of the importance of community. Claridge's has been part of the fabric of Mayfair for over 200 years, and this is a relationship we value. We are always looking to improve the way we work so please do not hesitate to get in touch if something is not right.

With best wishes,

Paul Jackson
General Manager, Claridge's.

KEY DATES FOR THE DIARY

More detail on construction and all the safety measures at the hotel are available overleaf, but we want to provide you with advance notice of some key dates we are working towards:

- The Foyer & Reading Room and Claridge's Bar reopen from around Saturday 15 August
- Davies and Brook will reopen from Tuesday 1 September
- Rooms and Suites will be available from Monday 7 September

As with everything at the moment, this is dependent on the latest guidance and public health advice.

GET IN TOUCH

If you have any questions about the works or any activities at the hotel, please do get in touch using the contact details below.

Our Duty Manager is available 24 hours a day. They can be reached via email, or through the main hotel switch board (just asked for the Duty Manager).

Email: dutymanager@claridges.co.uk

Telephone: +44 (0)20 7629 8860



WHAT WE'VE BEEN UP TO

Over the last few months, our teams have been carefully continuing with construction work within the hotel following stringent safety procedures to maintain the safety of colleagues and the community. The closure of the hotel to the public has allowed us to get ahead of schedule, reducing the overall length of construction, meaning we'll be finished sooner than expected.

Roof extension: You will have noticed the scaffold and cranes above our roof – this is part of the work to extend the hotel, providing 40 additional bedrooms in two new floors.

Basement extension: Over the last few years, you may know we've been busy excavating five new basement stories. These are almost complete with the final fit out underway.

Refurbishment within the hotel: These last few months, we've been installing new services and redecorating throughout the hotel, where we are almost complete with the restoration of the internal courtyard.

STILL TO COME

We are looking to make a start on our extension in 41-43 Brook Street and 48-49 Brook's Mews in 2021, and will be in touch in due course with more details. We will be converting the listed building on Brook Street into shops and new hotel rooms, and redeveloping the Brook's Mews property to provide restaurant and bedroom space.

Work on the roof extension will continue. The structure is completed, and we are moving towards finishing the installation of mechanical and electrical services.

SAFETY AT THE HOTEL

Safety on site and within the hotel once we reopen is of paramount importance to us. We've put in place the following measures

- One-way system to avoid 'pinch-points'
- Mandatory wearing of masks
- Hand sanitiser throughout the building
- Enhanced cleaning programme that places particular emphasis on 'high touch' areas.

CONSTRUCTION PROGRAMME

Christmas 2020	Christmas 2020	Easter 2021	Easter 2021	Christmas 2022
Victorian Wing roof extension completion	41-43 Brook Street Extension project commencement	Art Deco Wing roof extension completion	Basement fit out completion	41-43 Brook Street Extension project completion



INSTALLATION OF NEW GLAZED TILES IN THE INTERNAL COURTYARD IS ALMOST COMPLETE



FINISHING TOUCHES TO THE NEW ROOF STRUCTURE



THE EXTENSION REPLICATES THE HISTORIC FORM OF CLARIDGE'S ROOF