



Dear Guest,

Welcome to Park Plaza London Riverbank.  
Everything you need to know for a comfortable stay is in this welcome letter.

#### Go digital!

Our online check-in and check-out are fast and easy, use your smartphone as your digital key and head straight to your room, message us with any requests 24/7 and order food online within the comfort of your room. Navigate your stay with our digital services – simply scan the QR code at the bottom of the letter or visit [qr.pphe.com/riverbank](http://qr.pphe.com/riverbank)

#### FLY LDN x Park Plaza

To celebrate International Women's Month, we curated a series of exclusive workouts with the best online yoga & fitness platform – FLY LDN. You can follow the workouts on the in-room TV or on your own device by scanning the QR code below. In addition, our guests enjoy an exclusive 50% off the LDN FLY Online quarterly membership including a 7-day free trial

#### Reassuring Moments Programme

For your safety and peace of mind we have increased cleaning and disinfection of all public areas and guest rooms, paying special attention to high-touch items. We have also removed all unnecessary collateral in your room. Learn about our Reassuring Moments Programme's safety and cleanliness protocol in full by visiting [parkplaza.com/reassuring-moments](http://parkplaza.com/reassuring-moments)

#### Housekeeping Service

To ensure your comfort and safety, to reduce contact points, carbon footprint and water consumption, **guests staying for more than one night will only have their rooms cleaned every three days.** We have placed extra amenities in your room for your convenience. Please message us or dial 0 on your in-room phone if you would like to request any cleaning, additional amenities or laundry throughout your stay.

#### Breakfast

Full English breakfast is available daily between 6.30am and 10.30am – Monday to Friday and 7.00am and 11.00am – Saturday and Sunday. Breakfast is located on the 1st floor in our Chino Latino Restaurant. All room service Breakfast must be booked in advance by Reception who will hand a breakfast card to you.

#### Food and Beverage

The Chino Latino restaurant is open for all day dining.  
Chino ALL DAY MENU 12.00pm - 9.30pm (Last orders 9:00pm)  
Limited Menu Dinner: 6.30pm - 9.00pm (Sunday and Monday)  
Chino Bar: 12.00pm - 10.00pm (Sunday-Thursday) 12.00pm - 11:00pm (Friday and Saturday)  
Room Service MENU is available 24hrs a day. After 10.00pm Limited Menu will apply.

#### Facilities

The Fitness Suite and Swimming Pool are open from 6.30am - 9.30pm. Please know that access to the fitness suite and swimming pool are only permitted once you have booked a time slot via the QR code at the bottom of this letter. We also ask that you change in the comfort of your bedroom due to limited changing room space.

Please make use of your in-room safe for any valuable items. Park Plaza will not be responsible for the loss of any missing valuables not deposited in the safe.

Please also remember this hotel is 100% non-smoking and you will find the designated smoking area located outside the main entrance.

Best regards,  
Your dedicated team at Park Plaza London Riverbank



*Go digital!*

Check in, room key, order food, chat, check out, from any device.

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