

We have taken every responsible precaution to ensure your comfort and safety, however in the unlikely event on an emergency, we recommend you familiarise yourself with our basic safety instructions

Emergency Number

In case of an emergency dial 333 from any house phone. This number should be used only for an emergency and not for connecting with different services within the hotel. Should the hotel telephone system be down, please use your mobile device to dial 999.

Fire Safety – Weekly fire alarm system test

The hotel carries out fire alarm system tests and those are usually on Mondays at 11:30am. A notice is normally placed in your room one day prior to the test to inform or remind you. On this day, you will hear sirens for approximately 40 seconds, at this time only there is no need to evacuate.

Should the alarm sound for more than 40 seconds, please commence the evacuation procedure. On some occasions the time of the fire alarm system tests may change. The hotel will always advise you in writing by a notice placed in your room on the day prior to the test.

Safety Recommendations

- Take note of the location of the two nearest fire exists.
- We recommend you familiarize yourself with your surroundings upon reaching your bedroom.
- Count the number of doorways between your room and at least two emergency exits.
- Check the location of the nearest fire alarm call point. (red break glass box)
- Check the control of your rooms air conditioning unit and how to switch it off.
- Leave your room key in an accessible place.
- Always take your room key with you when leaving.
- Carefully check the evacuation plan located on your room door.

Evacuation

In case the sirens sound please follow the evacuation plan affixed to your room door and always follow the fire exit signs. In the unlikely event of an evacuation, the following is recommended:

- Stay calm and do not panic.
- Leave your belongings in the room.
- If you must open a door, always touch the door with your hand and only do so if it is cool and safe to do so.
- After passing through a door, always close it behind you so that the fire cannot spread.
- The hotel has fire doors on each corridor and all bedrooms are fitted with fire doors.
- You must evacuate the building by the safest and nearest fire exit.
- If there is smoke in the corridor, stay low and count the doors to the nearest fire exit.
- Do not try to use a lift to exit during a fire alarm activation. The lifts will not respond to your call.
- Once outside the building, go to the assembly point.
- Once outside, never re-enter the building until the 'all clear' is given by the chief fire officer.

If it is unsafe to leave your room, or your escape routes are obstructed:

- Return to your bedroom.
- Turn off your air conditioning.
- Contact the reception or dial 999 and state your location.

Assembly point

The hotel assembly point is between the hotel and the One Hyde Park residences at the junction of Serpentine walk. When exiting the hotel onto Knightsbridge, turn right towards Hyde Park. Once you arrive at the assembly point, please kindly let a member of our team know you are there.