



Guest Information Notice

Your safety, privacy and comfort remain our utmost priority

Dear Esteemed Guests,

At The Biltmore Mayfair, we take great pride in offering a refined and secure environment where our guests can relax with complete peace of mind. Your safety, comfort, and privacy are at the very heart of the experience we strive to deliver each day.

Following recent security issues encountered by some of our guests, and in line with our commitment to maintaining the highest standards of protection, we have implemented new measures to further enhance the safety and integrity of our hotel environment. As such, please be advised that external food delivery services and third-party laundry pick-up or drop-off will no longer be permitted inside the hotel premises.

We fully understand that some guests may still wish to utilise external services, and we remain happy to support these preferences in a way that aligns with our enhanced safety protocols. All such deliveries and collections must now take place outside the hotel, at the designated point on Adams Row, located just behind the hotel. Should you require directions or assistance, our Concierge and Front of House Teams will be delighted to guide you and ensure a smooth and discreet experience.

We continue to offer a carefully curated selection of in-room dining options, as well as professional in-house laundry and valet services, designed to meet the expectations of our discerning guests. Should you wish to learn more about these offerings, please do not hesitate to reach out to a member of our team at any time.

We sincerely appreciate your understanding and cooperation as we implement these necessary steps to safeguard all who stay with us. It is our privilege to welcome you to The Biltmore Mayfair, and we remain dedicated to ensuring your visit is both memorable and secure.

Warm regards,
Edson Moreira / Jelili Adisa
Director of Rooms / Director of Security