PAN PACIFIC LONDON

VOL 11

Periscope.

DISCOVER A DIFFERENT SIDE OF LONDON





Gift A Loved One

Treat a special someone to an unforgettable experience
at Pan Pacific London.

Discover our gift vouchers.



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DISCOVER





Behind The Build

PAN PACIFIC LONDON

London is one of the busiest cities in the world and while there's something uniquely invigorating about the hustle and bustle of this capital, a touch of tranquillity is always a welcome reprieve. This is where you step into Pan Pacific London. The hotel seamlessly blends British elegance with Singaporean sensibilities, drawing inspiration from the serene ambience of woodlands and rainforests.

Its calm atmosphere and comforting colour palette, complemented by thoughtful details such as artwork infused with Asian influences, luxury amenities, and in-room curated reads, ensures that guests feel at home from the moment they arrive.

The Devonshire House building, originally the headquarters of the Religious Society of Friends after leasing it from the Cavendish family, serves as the backdrop for this contemporary oasis. Although the original structure was expanded and eventually demolished after 1925, some original features still grace the property.

An authentic Victorian shopfront was meticulously removed and refurbished, preserving the craftsmanship for future generations to appreciate. This commitment to heritage permeates the hotel: meeting areas are named after renowned London markets such as Spitalfields and Brick Lane as well as historic coaching inns from the mid-1400s, paying homage to the city's rich history.

While the conscious mind may appreciate an elegant hotel with attentive staff and sophisticated surroundings, the subconscious craves a deeper sensory experience.

Crafted exclusively for Pan Pacific London by a team of experts, our signature scent harmoniously blends classic Southeast Asian essences such as orange, lemon, bergamot, rose, and green tea, and floats through the public spaces, transporting guests to a state of tranquillity during their stay.

INDULGE

Straits Kitchen
Second Floor

Whether you're in the mood for a leisurely breakfast, business lunch, elegant dinner, or something indulgent in-between, Straits Kitchen promises more than just a meal. It offers a vibrant journey through Southeast Asian flavours, reimagined with contemporary flair.

Led by Executive Chef Adam Bateman and awarded two AA Rosettes, Straits Kitchen blends traditional Western techniques and Asian flavours to create bold, refined dishes that both comfort and surprise.

The restaurant's striking interiors, softened by natural touches and floor-to-ceiling windows, offer an elegant yet relaxed atmosphere, perfect for intimate dinners, celebratory meals or stylish daytime dining.

With its fusion of culinary artistry, cultural heritage and warm hospitality, Straits Kitchen invites you to savour soulful and beautifully composed flavours in the heart of the City.

Straits Bar
Second Floor

Begin your evening at Straits Bar, the perfect destination for a pre-dinner drink at Pan Pacific London. Indulge in our signature and timeless cocktails, expertly crafted to showcase unique flavours, inspired ingredients, and rich traditions from around the world. For a sophisticated alcohol-free experience, our tantalising mocktails are thoughtfully designed to delight the senses, offering an elegant start to your evening in the heart of the City.







SIP

Ginger Lily Bar & Lounge
Ground Floor

Linger a little longer in our Lounge, where a welcoming ambiance meets a menu of comforting classics and our signature afternoon tea, perfect for any time of day. Just moments from the energy of the City of London, this serene spot offers the ideal escape, whether you're catching up with friends, taking a quiet break, or enjoying an informal meeting.

As the day flows into evening, the atmosphere shifts at the Bar, which comes alive with a vibrant buzz. It transforms into a cocktail haven, where skilled mixologists craft both classic favourites and inventive modern creations. Pair your drink with light bites from our curated snack menu, and explore a carefully selected range of premium spirits, fine wines and refreshing beers.

REJUVENATE

SENSORY Spa & Wellbeing
Fourth Floor

For a spot of TLC or a full-body MOT, look no further than our holistic wellness floor. From the 18.5-metre heated infinity pool, saunas and steam rooms to the TechnoBody® gym and luxury spa treatments, there's something to suit everyone.

We also offer Bonpoint Beauty experiences, purposefully designed for children aged 6 to 16, giving them the chance to gently explore the world of wellness in a safe and nurturing environment.



LOCALE

TRANSPORT & ATTRACTIONS

LIVERPOOL STREET STATION

2-minute walk, 0.1 miles

- National Rail Services to Stansted Airport
- Central, Circle, Hammersmith & City, and Metropolitan Lines
- Elizabeth Line to Heathrow Airport terminals
- London Overground

ALDGATE STATION

7-minute walk, 0.3 miles

- Circle, Metropolitan, and Hammersmith & City Lines

BANK STATION

10-minute walk, 0.5 miles

- Central, Northern and Waterloo & City Lines
- DLR

FARRINGDON STATION

8-minute tube, 1.3 miles

- Circle and Hammersmith & City Lines
- Elizabeth Line to Heathrow Airport terminals
- National Rail Services to Luton and Gatwick Airports





LEADENHALL MARKET

9-minute walk, 0.4 miles
Located in the heart of the Square Mile and boasting a selection of boutiques, shops, restaurants and bars.

BRICK LANE

15-minute walk, 0.7 miles
Five different markets combined to offer culinary delights, vintage clothing, unique treasures and independent shops alongside eye-popping street art.

SPITALFIELDS MARKET

9-minute walk, 0.4 miles
Home to contemporary brands, boutiques, street food and independent stallholders.

THE TOWER OF LONDON

16-minute walk, 0.6 miles
A world-famous monument and one of England's most remarkable structures.

SHOREDITCH

12-minute walk, 0.5 miles
One of the trendiest neighbourhoods and popular for its world-renowned restaurants, bars, clubs and art.

TOWER BRIDGE

22-minute walk, 1.0 miles
Iconic London landmark with an exhibition in its Victorian engine rooms and a high-level glass walkway over the River Thames.



CELEBRATING FIVE YEARS

PAN PACIFIC LONDON

with Anne Golden, VP Operations, UK & North America
General Manager, Pan Pacific London

As Pan Pacific London celebrates its five-year anniversary, General Manager Anne Golden reflects on a milestone shaped by five years of growth, achievement and shared experiences.

Since opening its doors in 2021, Pan Pacific London has established itself as a leading destination for thoughtful hospitality, bringing together exceptional service, considered design and a strong sense of place. The past five years have been marked by memorable milestones, from welcoming our first guests, to achieving Forbes Travel Guide Five-Star status just three months after opening, and retaining the accolade ever since.

For Anne, the journey has been equally defined by the people behind the Hotel and the culture created together. Five years of leading the team have brought valuable lessons in openness, collaboration and the importance of creating an environment where everyone feels valued, supported and able to contribute.

To mark the anniversary, Anne reflects on some of the people, places and moments that have shaped her experience over the past five years – from the excitement of opening to the memories that continue to make Pan Pacific London feel like home.

What is the most unexpected thing you've learned about yourself in the last five years?

Over the last five years I have realised how often I get things wrong. The unexpected part is that in communicating this fact to people across all levels in the hotel has helped create an honesty around how we operate as a team.

What's a guest interaction you'll never forget?

Wow so many to choose from – however I have two (if I may) that really stand out. The first was 3 days after we opened when the first guests were due to leave and a number of them wanted to extend their stay, and when I spoke to one guest in particular, they said – "we simply don't want to leave – this place is so calming and the team so welcoming". I was so happy and relieved that all the hard work had paid off and produced somewhere that people wanted to be.

The second was when Gordon Campbell Gray checked in (again shortly after we opened) and told me that he had experienced real hospitality, that was a big moment for us and I treasure those memories.

Which part of the hotel feels most like 'home' to you and why?

Room 1801. During pre-opening, many of us lived in the Hotel, and I was given this beautiful room overlooking Shoreditch and East London.

It brings back so many memories of those hectic final days before opening, and all the fun we had together as a team.

If the hotel could talk, what would it say about you?

It would laugh about me spotting that the bin behind reception is full again from the far side of the lobby.

What's something your colleagues know about you that guests would never guess?

That I am the General Manager.

If you could relive one day from the last five years, which would it be?

The day we told everyone that we had achieved Forbes Travel Guide Five-Star status – just three months after opening. What a celebration. We were all so ecstatic. It meant so much to us, and still does.

To achieve that recognition so soon after opening was an incredible moment for the whole team, and a wonderful acknowledgement of the hard work, commitment and passion that had gone into those first few months.

If your leadership style had a scent, what would it be?

Amarige by Givenchy. I wear it every day, so much so that people often say they know I'm in the building before they've even seen me – they can smell the scent!

What does belonging mean to you now versus five years ago?

I now know you have to work a lot harder and think much more deeply about creating an inclusive culture. I think complete acceptance of everyone's strengths and growth areas leads to a greater sense of belonging. Being a member of a team doesn't necessarily mean you feel that you belong.

If we made a playlist for your last five years here, what's the track that plays during your hardest moment and what plays during your biggest win?

Hardest moment: Wires by Athlete.
Biggest win: Von Dutch by Charli XCX.

If you could write a single sentence on a hidden card and tuck it into the Hotel's structure for the team five years from now to find, what would it say?

"Thank you for keeping the culture alive – I knew you could do it!"

What's the one thing that acts as your personal "emergency toolkit" on high-pressure days?

It's not a thing – it's a person: our Executive Assistant, Sonia Hicks.

She is the funniest, kindest and most caring person, and has had to put up with my daft stories and disorganisation for the past 20 years. Somehow, she still manages to have a smile on her face every day.



Anne Golden
VP Operations, UK & North America
General Manager, Pan Pacific London

Anne Golden began her hospitality career at The Cumberland Hotel, before building an impressive career across some of London's leading luxury hotels.

She went on to work with major hotel groups, including Morgans Hotel Group, where she held senior roles across properties including St Martins Lane, Sanderson and Mondrian London.

In July 2019, Anne joined Pan Pacific Hotels Group and led the opening of Pan Pacific London in 2021. Despite opening during an exceptionally challenging period for the hospitality industry, the hotel quickly established itself as one of London's leading luxury properties and achieved Forbes Five-Star recognition within its first months of opening.

Anne is passionate about creating a strong team culture and delivering an exceptional guest experience. Her career reflects a commitment to leadership, hospitality and creating memorable experiences for both guests and colleagues.

Her leadership continues to shape Pan Pacific London, with a strong focus on innovation, genuine hospitality and creating meaningful experiences for every guest.







DISCOVER OUR EXPERIENCE COLLECTION

Discover London as it is meant to be experienced, through the eyes of those who know it best. Via considered partnerships with celebrated local businesses, we offer guests privileged access to distinctive moments designed not merely to entertain, but to immerse you in the spirit of the City – creating memories that linger long after departure.

FAMILY EXPERIENCES

Tour for Muggles

For our muggle guests, a magical adventure into the wizarding world awaits you just around the corner from the hotel. The Tour for Muggles is a spellbinding walking tour that invites you on a journey through London, featuring iconic filming locations and secret spots that inspired J.K. Rowling's much-loved series. The tour's passionate guides, all experts in the art of storytelling, bring the wizarding world to life to enchant aspiring witches and wizards of every age.

Immersive Gamebox

Immersive Gamebox offers a vibrant, high-energy experience where technology, teamwork and excitement take centre stage. The experience combines immersive digital worlds, interactive projections and cutting-edge motion-tracking technology. From taking on challenges inspired by Squid Game, testing your agility in The Floor is Lava, to stepping into the world of Batman, there's something for everyone to enjoy. All Pan Pacific London guests receive an exclusive 20% discount all games.

CULTURAL EXPERIENCES

Chitra Collection Tour & Tea Tasting

This refined journey begins with a private, curator-led tour of the renowned Chitra Collection – one of the world's most significant private collections of historic and contemporary teaware. Following the tour, guests will enjoy a guided tasting of five bespoke Newby teas, led by Newby's very own Tea Sommelier. Guests receive 10% off on the experience and 15% off purchases at the Newby Boutique.





DINING EXPERIENCES

Sticks'n'Sushi
Enjoy a lively Saturday dining experience at Sticks'n'Sushi in Shoreditch, featuring unlimited drinks alongside sharing plates, sushi, grilled sticks and dessert, with a vibrant atmosphere and music throughout the evening. A complimentary Collet Champagne supplement is offered exclusively to Pan Pacific London guests to elevate their brunch.

Eataly Cooking Classes
Head to La Scuola at Eataly for a hands-on Italian cooking experience led by professional chefs. Classes provide an opportunity to learn new cooking techniques while enjoying a more interactive side of London's food scene. Pan Pacific London guests receive an exclusive discount of 10% on all classes.

INTERACTIVE EXPERIENCES

Roxy Ball Room
Combine food, drinks and friendly competition at Roxy Ball Room at St Mary Axe, with activities including ping pong, crazy pool and ice-free curling, making it ideal for a relaxed evening or group outing. Pan Pacific guests receive an exclusive 20% off food and drink.

The Poolhouse Experience
Experience a modern twist on traditional pool at Poolhouse, featuring high-tech, AI-powered tables that add an interactive and competitive element to the game. Pan Pacific London guests receive a complimentary glass of bubbles per person.

Clays
Experience a modern, technology-led take on clay pigeon shooting at Clays, where guests can compete across immersive virtual challenges while enjoying British-inspired sharing dishes and drinks. Pan Pacific London guests can enjoy a 20% saving on games, food and drink.

Puttshack
Enjoy tech-powered mini golf at Puttshack Bank, combining interactive gameplay with food and drinks in a lively social setting. Pan Pacific London guests receive one complimentary 9-hole game when booking for two people

Dai-Kor
Discover a unique interactive experience at Dai-Kor, offering an alternative option for guests looking for something different during their London stay. Enjoy a relaxed candle-making workshop where you can create your own scented soy wax candle from scratch. Choose your favourite fragrance, personalise your candle and take your creation home. Pan Pacific London guests enjoy a 20% discount on all bookings.

MyChocolate
Get hands-on with a chocolate-making workshop at MyChocolate, where you can craft your own chocolate treats to take home. Choose from experiences including The Tipsy Chocoholic, combining chocolate making with a cocktail twist; The Chocoholic, an introduction to the art of chocolate making; or Choc-tails Friday, a fun evening of chocolate creations and cocktails with friends.

Five Iron Golf
Five Iron Golf offers an indoor, technology-led golfing experience combining virtual courses, games and a social atmosphere. All Pan Pacific London guests enjoy an exclusive 15% off food, drink and games.

Pinot & Picasso
Pinot & Picasso brings a playful twist to the traditional paint-and-sip experience, combining guided painting with music, drinks and plenty of fun. As a guest of Pan Pacific London, you can enjoy an exclusive 20% discount.

Explore our full collection of experiences on our website. Bookings must be made through our Concierge team to ensure discounts and offers are applied.







LONDON INSIDER

A GUIDE TO LONDON'S BEST CHRISTMAS MARKETS

From glittering squares to riverside chalets and festive food halls, London takes on a special energy at Christmas. Whether it's your first visit or a return to the capital, these are some of the city's best festive markets – all within easy reach of the hotel.

Covent Garden – Best for: Classic London Christmas
A first-time visitor's essential, Covent Garden combines spectacular Christmas decorations and its famous 55-foot tree with festive stalls, boutiques, restaurants and West End charm. Approx. 20–25 minutes away by tube.

Southbank Centre Winter Market – Best for: Riverside atmosphere
Follow the Thames to a festive village of wooden chalets serving seasonal food, warming drinks and handmade gifts, with the London Eye providing an iconic backdrop. Approx. 25-30 minutes away by tube.

Winter by the River – Best for: A romantic evening
Set between London Bridge and Tower Bridge, this riverside market is a lovely way to soak up the London atmosphere at Christmas, with the city lights shimmering across the Thames and the City and Tower Bridge taking centre stage after dark. Approx. 15 minutes away by bus or a 20 minute walk.

Borough Market – Best for: Food lovers
One of London's most celebrated food markets, Borough Market becomes especially tempting at Christmas, with artisan produce, festive treats, warming drinks and plenty of edible gifts. Approx. 15 minutes away by bus or a 20 minute walk.

Leicester Square – Best for: West End festivities
At the heart of London's theatre district, Leicester Square brings together traditional market stalls, festive food and entertainment – easily combined with Covent Garden, Seven Dials or an evening at the theatre. Approx. 20–25 minutes away by tube.

Trafalgar Square – Best for: An iconic London Christmas
Visit one of London's most recognisable squares to see its magnificent Norwegian Christmas tree, surrounded by festive stalls and some of the capital's most famous landmarks. Approx. 25 minutes away by tube.

Hyde Park Winter Wonderland – Best for: The full festive experience
More than a Christmas market, Winter Wonderland combines festive stalls with ice skating, rides, entertainment and seasonal food for an immersive Christmas day out. Approx. 25–30 minutes away by tube.

With so many of London's festive favourites within easy reach, there is no need to choose just one. Our wonderful Concierge team will be happy to assist you with directions, maps and recommendations.

DAY TRIPPING

DISCOVER CAMBRIDGE AT CHRISTMAS



Just an hour from London by train from Kings Cross, Cambridge is an easy escape for autumn and winter. Steeped in centuries of academic history, the city pairs its historic colleges and architecture with quiet riverside walks, independent shops and a slower pace of life.

Take to the River Cam on a traditional punting tour, or explore the city on foot as the seasons change. Autumn brings rich colour to the riverbanks and college grounds, while crisp winter days offer a quieter way to discover Cambridge's historic streets and courtyards.

For a more leisurely afternoon, spend time at the University's museums, including the Fitzwilliam Museum, or wander through Cambridge University Botanic Garden. In autumn, the gardens are framed by seasonal colour, before taking on a different atmosphere as the festive season approaches. For something after dark, Cambridge Botanic Lights runs from 27 November to 23 December, transforming the garden after dark, with illuminated trails bringing light, colour and sound to its winter landscape.

From 13 November to 3 January, Christmas in Cambridge returns to Parker's Piece, bringing an open-air ice rink, Christmas market, curling lanes and seasonal food and drinks to the city.

Cambridge is compact enough to explore at an unhurried pace. Browse its independent shops and historic streets, pause for coffee at Bould Brothers or Hot Numbers, then settle in for dinner at an intimate neighbourhood favourite such as The Oak Bistro.

With its historic setting, cultural richness and slower pace, Cambridge offers a refreshing change from the capital – particularly in autumn and winter, when its streets, gardens and riverside take on a distinctly atmospheric character.

Speak to our friendly Concierge team to assist with bookings and recommendations.

INDULGE





FESTIVE AFTERNOON TEA:
Steeped in Tradition



We are delighted to introduce our Festive Afternoon Tea, where the traditions of Christmas are given a little extra sparkle. Familiar festive flavours meet beautifully crafted patisserie, with snowmen, reindeer and Christmas trees making their way to the table in rather delicious form, alongside seasonal favourites that capture the nostalgia of the season.

The savouries take their cue from the Christmas table, from Roast Turkey with cranberry, sage and onion butter to Dry-Cured Smoked Salmon with dill crème fraîche, and Roasted Dry-Aged Beef with horseradish and watercress. Warm plain and cranberry & stem ginger scones continue the tradition, served with Cornish clotted cream, blackcurrant jam and orange curd.

Then come the patisserie, which certainly deserve a place at the top of Santa's Nice List. Rudolph leads the way with vanilla cheesecake, poached quince and pecan sponge, while the Christmas Tree Choux arrives dressed for the occasion with spiced apple compote and mascarpone diplomat. The Snowman Macaron brings his winter charm with a coconut, pumpkin, Opalys 33% ganache and caramel centre, while the Mini Yule Log boasts a Caraïbe 66% chocolate sponge, clementine crémeux and Champagne jelly. Warm mince pies round things off, because some Christmas traditions are best left untouched.

Little ones can join the festivities with a Children's Afternoon Tea, where little elves can put their own stamp on Christmas. Alongside sandwiches and fresh scones, Christmas Tree Cupcakes and Santa's Stocking biscuits come ready to decorate with icing, sprinkles and toppings. Creativity is encouraged – a few crumbs are just the price of artistic licence.

Available from 9 November to 4 January, Festive Afternoon Tea brings together the flavours and traditions of Christmas – perfect for making memories, starting a family tradition and indulging in a little festive nostalgia.



SUNDAY ROAST

at Straits Kitchen



Sundays at Pan Pacific London are made for slowing down over a leisurely lunch at Straits Kitchen. Served from 1–4pm, the Sunday Roast brings together much-loved British traditions with the distinctive flavours of Southeast Asia.

Available as two courses for £40 per person or three courses for £48, begin with seasonal dishes including dressed Cromer crab, beef short rib croquettes, laksa soup or miso heritage carrots with goat curd and sambal oelek.

At the centre of the experience is a choice of generous mains, from 28-day-aged Hereford sirloin with horseradish to Jimmy Butler's pork belly with char siu, Devon-White chicken ballotine with garlic and tarragon, line-caught sea bass with sauce moilee, or roasted cauliflower with pickled apple and pumpkin seed satay.

Each main is served with traditional trimmings, including duck-fat roasted potatoes, seasonal greens, leek and cauliflower cheese, Yorkshire pudding and Sunday gravy.

Finish with seasonal pavlova, banoffee mousse, homemade ice cream or sorbet, or a selection of British cheeses with crackers and fig chutney for an additional £8.

Take your time, settle in and make Sunday feel well spent, with a comforting roast and the distinctive flavours of Straits Kitchen.

THURSDAY 24 AND FRIDAY 25 DECEMBER 2026

CHRISTMAS EVE AND CHRISTMAS DAY

Supper Buffet

GINGER LILY BAR & LOUNGE

Gather together for a relaxed Christmas supper filled with seasonal dishes and comforting favourites.

£69 PER PERSON

FIRST SITTING 5.00PM | SECOND SITTING 7.00PM



SATURDAY 26 DECEMBER 2026

Boxing Day

STRAITS KITCHEN

Continue the celebrations with a leisurely Boxing Day brunch, featuring an abundant buffet complemented by an a la carte selection.

£49 PER PERSON

1.00PM – 4.00PM



FRIDAY 25 DECEMBER 2026

Christmas Day Lunch

STRAITS KITCHEN

Celebrate Christmas Day with an elegant gathering at Straits Kitchen.

FIRST SITTING: 2.30PM – 5.00PM

SECOND SITTING: 6.00PM – 9.00PM
(LAST RESERVATION: 8.30PM)

WELLBEING



A New Chapter of Skincare at SENSORY Spa & Wellbeing



We're delighted to welcome Skin Rocks by Caroline Hirons to Pan Pacific London, in an exciting new partnership bringing the renowned British skincare brand to SENSORY Spa & Wellbeing.

Known for cutting through the noise of modern skincare, Skin Rocks takes a straightforward, science-led approach to skin health, combining expert knowledge with high-performance products and treatments. Founded by skincare expert and bestselling author Caroline Hirons, the brand is built around a simple idea: knowing your skin, understanding what it needs and choosing products that genuinely work.

It's a philosophy that feels right at home at Pan Pacific London. With wellbeing woven into the experience at SENSORY, this new partnership brings Skin Rocks' expertise to the hotel through a collection of exclusive treatments, rituals and experiences designed to leave you feeling – and looking – your best.

At the heart of the partnership is the Signature Reset Facial, created exclusively for SENSORY Spa & Wellbeing. Beginning with the gentle resonance of sound bowls, this restorative 60-minute treatment invites you to leave the pace of the city behind and settle into a slower rhythm. Designed for skin feeling the effects of travel, late nights or busy days, it combines Skin Rocks' clinically proven formulations with expert techniques to revive radiance and leave your skin feeling renewed.

Inspired by the calming ritual of turndown, the experience centres around a 30-minute lifting massage, designed to ease facial tension, support circulation and enhance the appearance of facial contours. It's a thoughtful balance of targeted skincare and considered touch, with visible benefits for your complexion and a little breathing room for yourself.

The partnership will extend beyond the treatment room, with exclusive masterclasses and events offering guests the opportunity to learn directly from Caroline Hirons and the Skin Rocks Pro team. Through founder-led sessions and expert-led discussions, guests can explore everything from strengthening the skin barrier to cutting through skincare myths.

'We're thrilled to bring Skin Rocks to Pan Pacific London. Our guests are looking for real results, expert knowledge and moments of meaningful care, and that ethos is shared by both brands. We're excited to offer our community a new destination for expert-led skin health in the heart of London.'
Anne Golden, VP Operations, UK & North America
General Manager, Pan Pacific London

IN CONVERSATION WITH
Caroline Hirons



What first inspired you to pursue a career in skincare, and can you tell us a little about your journey in the beauty industry?

I grew up around the beauty industry, with both my Mum and Nana working in the field, so it was always a part of my world. My first role was on the Aveda counter at Harvey Nichols in Knightsbridge, and I quickly fell in love with all things beauty – skincare in particular.

I qualified in beauty therapy in the early 2000s and went on to work with a number of well-known brands, first as an employee and later as a consultant. After years of working incredibly hard for other brands, starting Skin Rocks felt like the right time to take that leap and create something of my own.

More recently, we launched Skin Rocks Pro, the professional arm of the brand. I started my career as a facialist, so creating a community and a physical space through the Skin Rocks Pro Academy, where we can champion and educate other skin professionals, is particularly special to me.

What has kept you passionate about skincare?

It's the only place I've wanted to work since my first day on counter. I love helping people with their skin. That's what it all boils down to.



What's the best piece of beauty advice you've ever been given?

Never sleep in your make-up. Cleansing is non-negotiable.

Tell us about Skin Rocks and what inspired you to create the brand.

I wanted to create a brand that cut through the noise – science and results-led, honest, easy to navigate and, above all, trusted. I wanted to make skincare make sense.

I took 30 years of experience in the industry and poured it into every part of Skin Rocks, from the formulas and packaging to the website and the way the products work together. Every detail has been designed with one thing in mind: making skincare as straightforward and effective as possible, so that choosing and using the right products feels simple.

What are the biggest skincare mistakes you see people making?

Buying and trying too many products, and then not giving them enough time to work. Your skin didn't develop signs of ageing overnight, so you can't expect to erase them overnight either. Skincare takes consistency and patience. Even Botox takes around two weeks to work!

What are your essential skincare tips for frequent travellers?

Hydrate well, both internally and topically. Carry a mist and a moisturiser with you everywhere you go. Keep your skin hydrated and you'll solve half your problems before they start.

What inspired the partnership between Skin Rocks and Pan Pacific London?

The partnership between Skin Rocks and Pan Pacific London brings together two leaders in their fields, and we couldn't be more excited about what this relationship will bring.

We wanted to create a London flagship for our clients – somewhere that could be a true destination for skin health and overall wellbeing. Pan Pacific London felt like the perfect fit, and I couldn't be happier to see Skin Rocks here.

What inspired The Signature Reset Facial, and what makes it different from the other Skin Rocks facials?

This exclusive facial was designed for Pan Pacific London, to reset tired, lacklustre skin after travel, stress and the demands of modern life. Inspired by the ritual of turndown, it's a calming 60-minute treatment with a 30-minute lifting massage to ease facial tension, support circulation, calm the complexion and restore natural luminosity.

What makes it particularly special is the combination of our clinically proven formulations with the time-honoured touch of SENSORY Spa & Wellbeing's facialists. It's designed to leave guests looking rested and renewed, with facial contours naturally lifted and skin visibly refreshed.

What can guests expect from a Skin Rocks facial at SENSORY – and how should they choose the right treatment for their skin?

Guests can expect a deeply restorative and relaxing experience from a Skin Rocks facial with instant visible results and improved skin health over time. In terms of choosing the right treatment, the wonderful facialists at SENSORY Spa & Wellbeing are there to guide and give their expertise on what would be best suited for a guest's skin needs.

What advice would you give to someone looking to build a career in the beauty industry today?

Find your passion. Put your head down, work hard and make yourself indispensable.

Caroline Hirons

SHOPPING

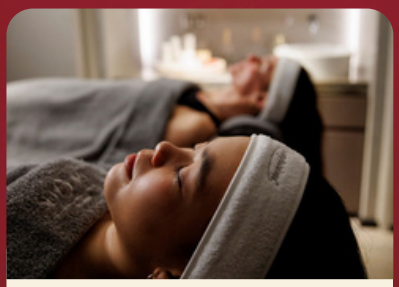
Festive *Gift Guide*



For Wellness Lovers

£150

Unwind with our SENSORY Holistic Massage, using essential Thai oil blends to enhance circulation and promote relaxation with a blend of Eastern and Swedish techniques.



For Families

£290 for 2

Enjoy a 30-minute parent and child Bonpoint treatment, followed by a delicious seasonal afternoon tea and access to SENSORY Spa & Wellbeing with family swimming hours.



For Celebrations

£950 for 2

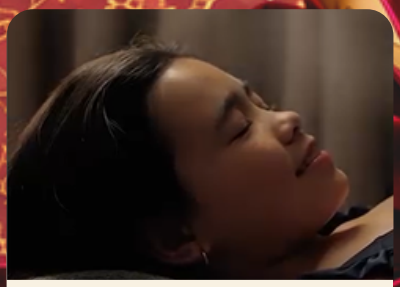
Treat a loved one to a luxurious overnight stay for two with a delicious breakfast at Straits Kitchen, access to SENSORY Spa & Wellbeing and a relaxing Holistic Massage each.



For Foodies

£130.50 for 2

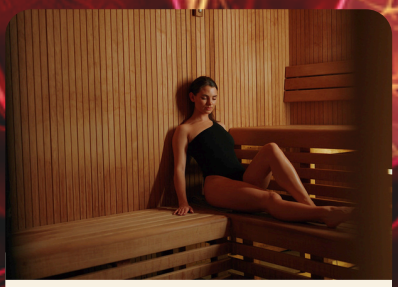
Relish in the rich and vibrant essence of Ginger Lily Lounge where you can indulge in our traditional afternoon tea collection with a seasonal twist.



For Little Ones

£110

Designed for children aged 6-16 years, soak up the magic of our spa menu and give your little ones the chance to dip their toes into the world of wellness.



For The Gift of Choice

From £50

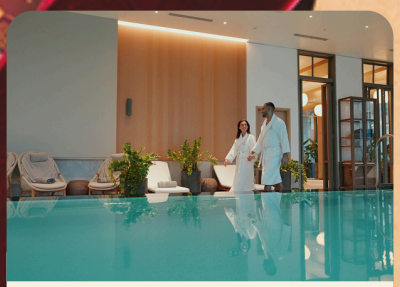
Create your personalised experience at Pan Pacific London with monetary vouchers from £50, redeemable for dining, drinks, spa treatments or stays across the hotel.



For At-Home Luxury

£70

Give the gift of luxury at home with a Pan Pacific London bathrobe. Sumptuously soft and exuding elegance, it makes the perfect gift.



For 'Me Time'

£120

Give the gift of 'me time' with 6 hours' access to SENSORY Spa & Wellbeing, complemented by a glass of Champagne or non-alcoholic sparkling wine.



For Tea & Tranquillity

£285 for 2

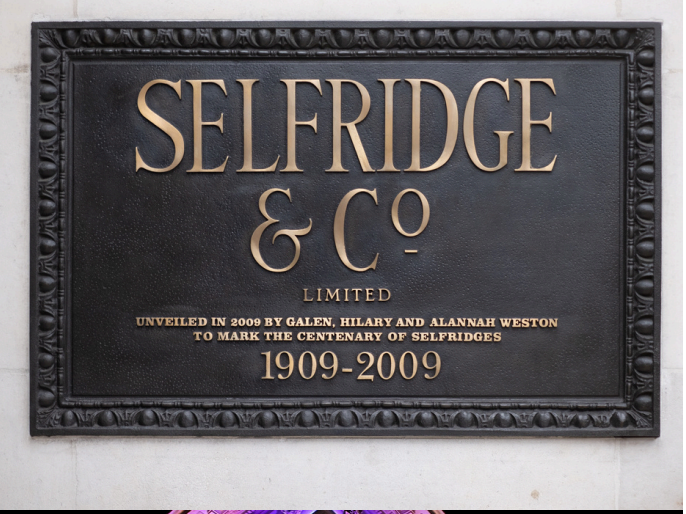
Combine tea and tranquillity with our seasonal afternoon tea and SENSORY Spa & Wellbeing treatment gift voucher.

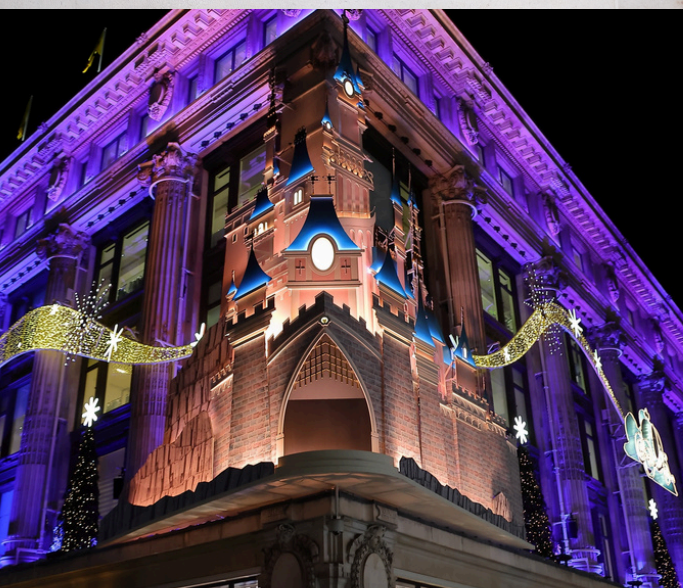
Unwrap the Joy of the Season

Discover the perfect gift for all of your loved ones with Pan Pacific London.

A VERY SELFRIDGES CHRISTMAS







There are few Christmas traditions more quintessentially London than a stroll along Oxford Street to admire the Selfridges festive window displays. Just three stops from the hotel on the Elizabeth line, this much-loved department store has been giving Christmas shoppers a festive spectacle to marvel at since 1909.

Last Christmas, the tradition took a particularly magical turn. Selfridges joined forces with Disney for 'A Most Magical Christmas', transforming its Oxford Street windows into scenes from some of Disney's most beloved stories. Peter Pan took to the rooftops, Mary Poppins appeared above the city, while Alice in Wonderland, Sleeping Beauty and Cinderella were brought to life through a series of hand-crafted, theatrical displays. Outside, Tinker Bell's pixie dust set the façade twinkling with a light and music show, culminating in a Disney Castle at the corner of Oxford and Duke Street. Following last year's spectacular showcase, all eyes are on Selfridges to see what festive wonder awaits this Christmas.

Once inside, there is plenty to keep even the most determined Christmas shopper occupied. Across six floors, Selfridges brings together fashion, beauty, jewellery, watches, homeware and gifts, with something for everyone from the hard-to-buy-for, to the person who has been dropping hints since October. Discover jewellery and timepieces from Cartier, Boucheron and Rolex, designer pieces from Gucci, Balenciaga and Saint Laurent, or head to the Beauty Hall for fragrance, skincare and make-up. For stocking fillers, there are candles, homeware, stationery and confectionery, alongside dedicated gifting edits to help make light work of the Christmas shopping list.

Then there is the Foodhall – always worth a detour, particularly at Christmas. Expect festive hampers, luxury chocolates, confectionery and gourmet treats, whether you are looking for something to take home, a last-minute gift for the Secret Santa you completely forgot about, or simply an excellent excuse for a little mid-shopping indulgence – it is Christmas, after all!

And if the thought of navigating six floors with a Christmas list in hand sounds less than relaxing, personal shopping, gifting services and gift wrapping are on hand to make things considerably easier.

With its spectacular windows, considered gifts and unmistakable Oxford Street atmosphere, Selfridges is less a place to simply 'do the Christmas shopping' and more a festive outing in its own right.



CHRISTMAS AT LIBERTY



There is something wonderfully old-fashioned about Christmas at Liberty. Just over 20 minutes from the hotel via the Central Line, Liberty is tucked away on Great Marlborough Street, where the iconic Tudor building feels worlds away from the bustle of Oxford Street, with its dark timber beams, wooden floors and intimate rooms filled with colour, pattern and beautifully considered pieces.

Founded in 1875, Liberty has been a London institution for more than 150 years. Its distinctive Tudor Revival home, built in 1924 from timber salvaged from two historic Royal Navy ships, was designed to feel more like a grand country house than a department store. For visitors looking to experience a little of historic London – and perhaps take a piece of it home – there are few more distinctive places to browse.

Christmas only adds to its charm. In 2025, Liberty marked its 150th anniversary with a festive celebration of its heritage of craftsmanship, filling the windows with hand-crafted elves busy making Christmas gifts. Above the central atrium, The Good Ship Liberty – inspired by the golden galleon that crowns the rooftop – brought the story to life, adding another playful nod to the store's rich heritage. Following such a fitting tribute to Liberty's history last year, we look forward to seeing how the iconic store celebrates Christmas this year.

Inside, Liberty is a treasure trove for Christmas gifting. Its famous archive of prints appears across scarves, accessories, fabrics and homeware, while beauty, fragrance and jewellery offer more indulgent finds. There are also books, stationery, candles and beautifully designed gifts for those looking to take home something with a distinctly British character. The Christmas Shop is particularly tempting, filled with baubles, tree decorations and festive treasures, from traditional ornaments to the wonderfully unexpected.

For a festive outing with a little more character, Liberty offers something quite different from London's grand department stores. Step inside and discover one of London's historic buildings and the traditions of a bygone England. Add in a few beautifully unusual gifts to take home, and it is a wonderfully nostalgic way to experience Christmas in London.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