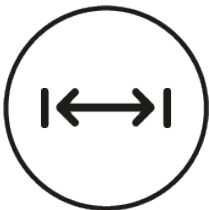


HYGIENE - If you display any of the COVID-19 symptoms please do not visit Bolton Whites Hotel



- All team members trained on social distancing, new hygiene and health and safety measures.
- Key critical touchpoint cleaning processes in place frequently.
- Enhanced cleaning practices for all public areas, lifts, toilets and corridors with hourly checks.
- Disinfection stations at primary entrances and high traffic areas.
- Hand sanitisers available throughout.
- Card/contactless requested as much as possible.
- All staff supplied with personal protective equipment (PPE).
- Hotel information and guest amenities can be viewed by our own QR code via any smart phone or tablet.
- We will continue to monitor the health of our team and our guests, in line with government and NHS guidance.
- Guest luggage will be wiped down with sanitiser prior to locking away.
- All deliveries / supplies / parcels / post will be sanitised before being circulated.

SOCIAL DISTANCING



- Social distancing is in place for all team members and guests.
- Layouts within public spaces have been revised in line with social distancing measures.
- Signage that clearly reminds but does not impose on your overall experience.
- We will be working with guests to prevent congestion at arrival and departure times through amending our check in/out times in addition to express check-out options available.
- With over 2,000 car park spaces available, we have ample space to ensure all team members and guests can travel and park on their own to prevent the need for car sharing.

FOOD & BEVERAGE



- Initially when we open we will offer a limited F&B service.
- Once all restrictions are lifted, we will offer table service within the lounge and bar areas.
- Plans are in place for an outdoor seated area.
- Restaurant and lounge areas will also follow the social distancing guidelines.
- Buffets have been replaced with grab and go stations.
- Room service will also be available with social distancing measures in place.
- Revised hours to accommodate all diners while ensuring social distancing measures adhered to.
- QR code available to display all menus via any smart phone or tablet.

CONFERENCE & EVENTS



- Conference and events will only resume once restrictions are lifted, when in operation the following will be in place.
- Revised floor plans for all conference and events spaces.
- Conference spaces will be clearly marked out in line with social distancing requirements.
- Takeaway touch free food offerings available – creative and freshly made ‘grab and go’ meals.
- Additional coffee, lunch and breakout stations have been implemented.
- Hand sanitiser and disinfectant wipes available.
- Quality recycled disposables in place.
- Video conferencing available.
- Enhanced conference and event space cleaning regime in place.
- Multiple entrances and own reception areas to ensure there is no congestion.

*To deliver this ‘new normal’ we have been liaising closely with our suppliers and our health and safety team as well as keeping on top of the ever-evolving Government and industry guidance to adapt and ensure that our business and hospitality service practices are followed meticulously. This document will be updated constantly.