



As we look forward to the relaxing of the national Covid-19 rules on 19th July we wanted to share with you our updated New Normal Covid-19 Protocol across all hotels within the Countrywide portfolio

We have taken the decision as a team to continue with a lot of our current Covid-19 protocol's and look forward to your continued support to keep our teams and customers safe.

- Our teams will all continue to wear face masks whilst in public areas inside the hotel.
- We encourage our customers to wear face masks when they are in crowded areas inside the hotel, or in areas of the hotel with other guests that they do not know.
- All hotels with temperature recording facilities will continue to offer this facility for all guests.
- Sanitisation Stations will remain at primary entrances to all areas of the hotel and in key high traffic areas.
- Screens will remain in place at Reception Desks and registration areas.
- COVID-19 cleaning procedures will remain in place throughout all public areas, bedrooms and meeting / event spaces.
- Our Gyms, Spas & Leisure areas will continue with hourly COVID-19 cleaning procedures.
- Our CWH APP will replace all "paper based" in room information, menus and guest directories.
- Our teams will not enter any guests bedrooms whilst the guest is occupying the room – but we can service bedrooms during stays of 2 or more days, if this is requested with our front desk teams.
- We will actively encourage all our guests to continue to use the NHS track and trace app whenever visiting one of our hotels.
- All our team members have access to COVID-19 testing.
- We will remind our guests that they should not enter the hotel if they have any COVID-19 symptoms.

Some Familiar Favourites will be back

- Our Restaurant and Bar areas will be returned to the original capacities, with no restrictions on how many guests can sit round a table or who you sit with!
- You will be able to stand at the bar and order your drink, but we can still offer you table service if you enjoy that more!
- Our sumptuous breakfast buffets will return, but again, if you prefer we can offer a full menu to be served to your table.
- Bedrooms will have all the "comforts" put back in, including cushions, throws, crockery and glassware.
- Meetings, Events and Weddings can be enjoyed to their full potential, however Social distancing set up can still be available on request at booking stage.
- You can use the Gym & Pool areas within the hotels without having to book in advance. For our Spas we always advise to book in advance to avoid disappointment.
- We intend to review this decision after the 16th August when the government have announced that people with double jabs and under 18's will no longer have to self isolate if they have been in contact with someone who has tested positive.

We look forward to welcoming you back to Countrywide Hotels!

