

In Safe Hands



*Hand*PICKED
— HEALTH CLUBS & SPAS —

In Safe Hands

Our commitment to your safety

The global outbreak of Covid-19 has had a significant impact on how we will travel, move, meet and socialise. At the outset, our response to this crisis was one of protection and togetherness, ensuring that the health, safety and wellbeing of our members, guests, teams, suppliers and local communities remained our number one priority, and that our estates were secure and well-maintained, ready for when you, our valued members, could safely return.

That determination to welcome you once again was the driving force behind our teams having reshaped certain aspects of our business to ensure that you can enjoy your Hand Picked experience comfortably, and safely, as travel and social restrictions ease.

When choosing to visit us, we can assure you that your priorities regarding cleanliness, care and enjoyment remain at the top of our priority list. We take this responsibility very seriously and as such, developed 'In Safe Hands™' - a set of measures designed for everyone's comfort and safety, and to help put your mind at ease.

The commitments we outline here may evolve as we continue to navigate this journey with any new recommendations that come to the fore. Fundamental to all of this, however, is ensuring that as you return to Hand Picked, you are, and feel, in Safe Hands.

We look forward to extending a very warm welcome to you.



Social distancing



Enhanced cleaning

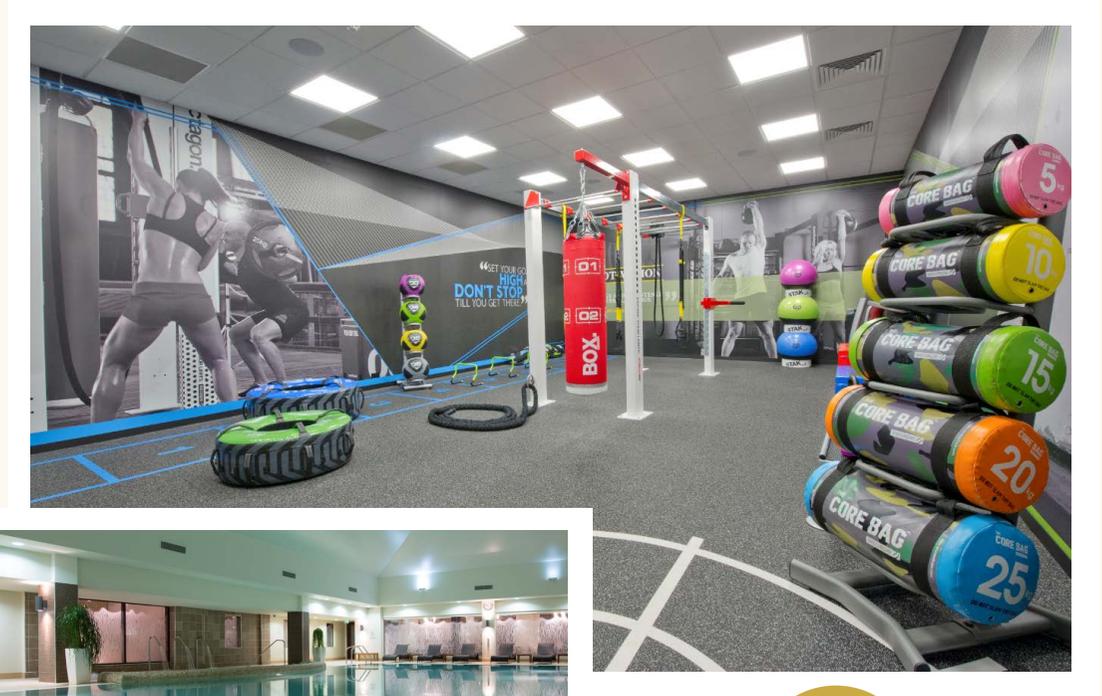


Personal health

Enhanced cleaning

Enhanced cleaning and sanitising protocols using certified products from leading suppliers.

Our cleaning processes have been upgraded and new sanitisation procedures introduced. These rigorous sanitisation procedures continue to be carried out by our teams throughout our health clubs and spas, including public areas, gyms, studios, pool areas, changing rooms, treatment rooms, relaxation areas and our spaces behind the scenes. You will find hand sanitisers for use on arrival and at various locations throughout the health club and spa.

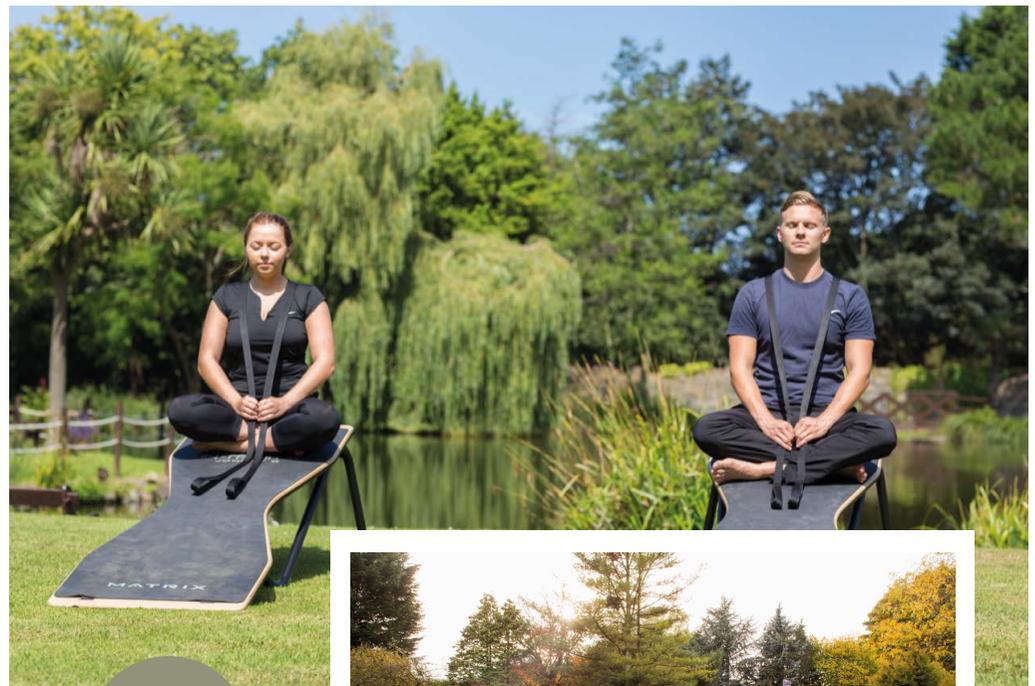


Space and distance

Open and flexible spaces, for natural distancing.

Though now there is no requirement to socially distance, we are keeping as much distance as we can between gym equipment and training zones.

Throughout the rest of our historic buildings and unique spaces, we have made the best use of all of our lounge areas and outdoor terraces, patios and gardens, so that you will feel comfortably and sensibly spaced out whilst relaxing and enjoying the surroundings. Please take time to explore!



Personal health

Personal health and safety responsibility guidelines for our teams and our guests.

Our team members, guests and visitors each have a vital role to play in keeping themselves and those around them, healthy. Though face coverings are no longer mandatory, both guests and staff are welcome to continue to wear one. We respect your personal choice on this matter.

We ask you to be responsible, and not to come to the hotel if you feel unwell.

Our teams are receiving ongoing training regarding standards of cleanliness, health and hygiene.



Hand Picked Hotels is a collection of unique country house hotels and spa resorts in the UK and Channel Islands.

handpickedhotels.co.uk

M25 & South East

Brandshatch Place Hotel & Spa Fawkham, Kent
Nutfield Priory Hotel & Spa Nutfield, Surrey

Midlands

Fawsley Hall Hotel & Spa Fawsley, Northamptonshire
New Hall Hotel & Spa Sutton Coldfield, Birmingham

North

Rookery Hall Hotel & Spa Nantwich, Cheshire
Wood Hall Hotel & Spa Wetherby, West Yorkshire

Scotland

Norton House Hotel & Spa Edinburgh

Channel Islands

Grand Jersey Hotel & Spa St Helier, Jersey
L'Horizon Beach Hotel & Spa St Brelade, Jersey
St Pierre Park Hotel, Spa & Golf Resort St Peter Port, Guernsey

Facilities, features and the measures in place may vary per location in line with government guidelines.