

In Safe Hands™



*Hand*PICKED
HOTELS

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 in the near future. At the outset, our response to this crisis was one of protection and togetherness, ensuring that the health, safety and wellbeing of our 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 guests, 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 enjoyed your Hand Picked experience comfortably, and safely, as travel and social restrictions ease.

We took 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.



Enhanced cleaning



Social distancing



Dining options

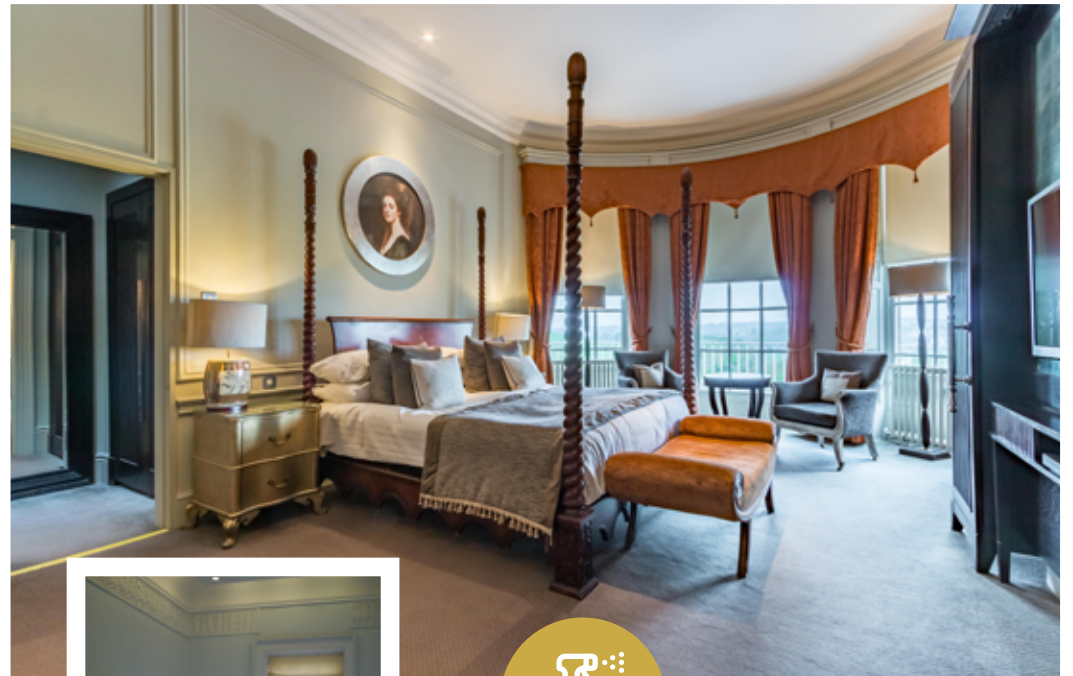


Personal health

Enhanced cleaning

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

Our rigorous cleaning processes will continue to be carried out by our teams throughout our hotels, including public areas, bedrooms and our space behind the scenes. You will find hand sanitisers for use on arrival and at various locations throughout the hotel.



Space and distance

Open and flexible spaces, for natural distancing.

Though now there is no requirement to socially distance, our grand spaces still offer plenty of room, so we will maintain a sensible distance between the tables in our restaurants, bars and lounges. This is primarily for your comfort, so that you will feel at ease whilst you relax and enjoy the surroundings.



Dining options

Dining options with tailored timings for your comfort, which make the most of our extensive space both inside and out.

In our restaurants and lounges we will still be offering table service, but you are now welcome to join us at the bar and chat to our teams if you wish.



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

Buxted Park Hotel Ashdown Forest, East Sussex

Chilston Park Hotel Lenham, Kent

Nutfield Priory Hotel & Spa Nutfield, Surrey

Woodlands Park Hotel Cobham, Surrey

South West

Audleys Wood Hotel Basingstoke, Hampshire

Bailbrook House Hotel Bath, Somerset

Rhinefield House Hotel The New Forest, Hampshire

Midlands

Ettington Park Hotel Stratford-upon-Avon, Warwickshire

Fawsley Hall Hotel & Spa Fawsley, Northamptonshire

New Hall Hotel & Spa Sutton Coldfield, Birmingham

Stanbrook Abbey Hotel Callow End, Worcester

North

Crathorne Hall Hotel Yarm, North Yorkshire

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.