

COVID-19 MEASURES

Monday 23rd March – Covid-19 Response

Dear Guests

Our hotels are currently running with a light crew of our wonderful team, and are welcoming guests for essential travel / from essential industries (infrastructure and so on) and of course staff from the NHS. For all of these guests we are providing a reduced room service menu and for the essential workers overnighiting, a continental breakfast. The other aspects of our hotels (spas, restaurants and so on) are currently taking a break and will return as soon as we are advised it is safe to do so by the Government.

For more information about the changes in service in our hotels and how this affects you if have a future booking with us, please read below:

Weddings

If you are one of our cherished wedding couples with your wedding date coming up by June 30th 2020, your wedding planner will be in touch if they haven't already done so, to make arrangements to postpone your big day. For couples with wedding dates after this, we will be in touch should social distancing policies remain in place nearer the time to decide how best to proceed, but for now, we are all hoping your day will be unaffected.

Spa Days

For our Spa Day guests, we again will be getting in touch in order of date of arrival, and if you haven't heard from us you will soon. All deposits paid will be held to use on a future date once the business has reopened. It is uncertain exactly when this will be, but please be assured your spa day will be going ahead one day soon.

Reservations

For bedroom bookings as with spa days we will be getting in touch in order of date of arrival, to make any amendments required, and deposits paid will be held to use on a future date. We remain open for bed & continental breakfast stays for essential travel and our rooms remain available to hire as office space.

For all queries relating to existing bookings, we ask again for your patience during this extraordinary time. Our team are tirelessly working to get in touch with everyone to put minds at ease and if we have not yet been in touch, we will be soon – please do not call us. For enquiries for essential visits, please [click here](#).

Thank you for your support and understanding

Peter & Deborah Hinchcliffe - Owners



ALEXANDER HOTELS
COLLECTION