



Welcome
BACK

AH
ALEXANDER HOTELS
COLLECTION



You're Home
at
THE ALEXANDER HOTEL
Collection

We've missed you!

To say that our lives have changed beyond imagining in these past few months would be an understatement. As hoteliers, making other people feel happy and welcome in our hotels as well as socially is in our blood, and this forced separation has been jarring to say the least.

With the anticipated reopening date of July 4th for our country house hotels, we wanted to assure you of the steps we are putting in place for your safety. Aligned with Government guidance, the steps provide a Covid-19 Secure environment in each of our hotels.

From all of our teams and I, we cannot wait to welcome you back.

Ian Heath
Group Operations Director



Welcome Back

BEFORE YOU ARRIVE

Our lovely reservations team will be in touch to help plan your stay and make sure we have all the details we need to make check-in as straight-forward and swift as possible when you arrive at the hotel. We'll design your experience with us over the phone, from picking your picnic spot to booking a table for sundowner cocktails on the terrace, reducing the need for interactions whilst at the hotel.

Your booking will be flexible up until 48 hours prior to arrival, when full pre-payment will be taken, which will make check-out later on as swift as possible. We're also busy training our teams in new safety procedures and they will of course have all the necessary PPE ready before we open.



The wisteria draped terraces of Great Fosters, perfect for socially-distanced dining

STEP INTO OUR WORLD

Welcome back; we've been expecting you, which you'll see from the preparations we've made. Perspex screens in reception, hand sanister available in public areas and your bedroom, plus more besides are in place to ensure our hotels are Covid-19 Secure.

Your bedroom will be vacant before you check in for as long as possible, and will be allocated to spread our guests around our stately houses to minimise possible contact. You're welcome to join us from midday on your day of arrival, to take in the gardens and have a spot of lunch. One-way routes will be in place to reduce guests and team members crossing over whilst walking around the properties.

At check-in, we'll give you an information sheet with more details on this new 'hotel etiquette', and don't worry, it won't all be rules and regulations, we've got some surprises in store for you too.

Although our usual bowls of fresh fruit won't be on our console tables and nor will stacks of glossies be on our coffee tables for hygiene reasons, if you would like the latest GQ or an apple just ask. We'll still serve you your morning coffee to your room of course, some things are non-negotiable!



Where better to escape to than the Frank Cook Suite at Barnett Hill

A FEW HOUSEKEEPING BITS...

Our usual scatter cushions are taking a breather to make cleaning our rooms to the highest disinfection level possible. Our usual in-room literature will be removed, but you'll be able to find all you need on our App which we're busy developing. We'll offer turndown service* and mid-stay cleans at your discretion rather than automatically. *Red star properties only



Picnicking in the grounds

RUMBLING TUMMIES

We don't know about you, but we're pretty fed up with our own repertoire of dishes at home - we can't wait to have our chefs' cooking again! To keep you safe, we'll be spreading tables out on our terraces and gardens, using our nifty App for ordering and making small changes, such as ordering your accompaniments at the same time as ordering your dish, to reduce the number of interactions that are needed. Bon appetit!

Space to Breathe

OUR GLORIOUS GARDENS

Never before have we felt so lucky to have such beautiful gardens as we do now. All of our properties come with acres and acres of gardens to enjoy, take a stroll in or enjoy a picnic, or perhaps fine dining and cocktails. You can be sure that this Summer we'll be making full use of our grounds to give you a truly wonderful experience when you come to visit, with plenty of fresh air.

We've even made some special picnicking spots and new secret dining areas to explore. More on that soon, along with art-tours, kitchen garden exploring and woodland walks. We're going back to nature, and you're going to love it.



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www.alexanderhotels.co.uk

Reopening on July 4th:

ALEXANDER HOUSE
GREAT FOSTERS
ROWHILL GRANGE
BARNETT HILL

Available for Exclusive Use options (from 6 people):

LANGSHOTT MANOR

Coming as soon as we have the green light:

UTOPIA SPA - ALEXANDER HOUSE & ROWHILL GRANGE

