

MARCH 2020



COVID-19 UPDATE

The government has in its latest update (16th of March) advised on a number of measures which they have suggested to be followed.

We would like to reassure guests and visitors to the Lowry Hotel that at present we are very much business as usual. We are closely monitoring the government recommendations on COVID-19 and setting best practices for the hospitality industry as Manchester's leading five-star hotel.

The health and wellbeing of our guests and our team remains our top priority and all staff have been fully briefed and trained on all necessary cleaning procedures which are always of the highest standard at the hotel and increased hygiene, particularly regular hand-washing after each visit to the table. We are also introducing enhanced measures in our public areas including reduced restaurant capacity to accommodate bigger distances between tables so guests can dine in comfort and feel safe.

On cancellations, we acknowledge that this is a challenging time for everyone. If you have an individual room booking or table reservation in our restaurant, we understand that you might wish to change your mind. As much advance warning as possible for changes to plans would be much appreciated so that we can let our teams know. Any deposits will be refunded if you do not feel you can reschedule.

On behalf of myself and my exceptional team, I want to thank you for your continued support. We recognise that these are exceptional times, but we are confident in our ability to be able to welcome you as a guest or to serve you in our River Restaurant and Bar long into the future.

Thanks again for your support

Adrian Ellis

GM The Lowry Hotel