

# THE LOWRY HOTEL REIMAGINED



THE LOWRY HOTEL  
MANCHESTER

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## BOOK WITH CONFIDENCE

### MANY FLEXIBLE RATES AND PACKAGES AVAILABLE

For the remainder of 2020, we have removed any of our special deals that require payment in advance and/or carry non refundable policies if cancelled.

We have introduced a number of new replacement rates and packages that are available for you to book online or through our dedicated hotel booking service. These offers are fully flexible, meaning that should you wish to cancel or amend without penalty... you can (as long as the booking is cancelled prior to cancellation deadline).

## INDIVIDUAL BOOKING CANCELLATION POLICY EXTENDED TO 24 HOURS PRIOR TO ARRIVAL

To give you extra confidence when booking, you can now cancel your booking free of charge until 1pm the day prior to your arrival date (does not apply to group bookings of 6 rooms or more).

## A VARIETY OF PACKAGES INTRODUCED ALLOWING YOU TO EXPERIENCE THE LOWRY HOTEL WITHOUT LEAVING YOUR ROOM

We know that not everyone will want to have a relaxing drink in the Lowry Lounge & Bar or enjoy a delicious meal in our River Restaurant. So, with that in mind, we have created a number of exciting new packages that allow you immerse yourself into all that The Lowry Hotel has to offer, without having to leave the comfort of your own room.



ROOM TO... STAY FIT



ROOM TO... DINE



ROOM TO... WORK

To view the rest of our ['Room To...'](#) packages and other imaginative deals [please click here.](#)

### EXPIRY DATE OF PREPURCHASED GIFT VOUCHERS PURCHASED THROUGH THE LOWRY HOTEL EXTENDED

If you have already purchased a Lowry Hotel gift voucher direct from The Lowry Hotel/The Lowry Hotel website (or indeed you have been lucky enough to have been gifted with one of our vouchers), then we are delighted to inform you that all vouchers purchased prior to the 31st December 2019 and were valid yet unredeemed at the time of lockdown (23rd March 2020) have had their validity extended to the 30th December 2020.

For those with vouchers purchased in 2020, your voucher remains valid for 12 months from the date of purchase.

To book and redeem your voucher, please contact the hotel on [0161 827 4000](tel:01618274000).

### EXPIRY DATE OF PREPURCHASED GIFT VOUCHERS PURCHASED THROUGH 3RD PARTIES EXTENDED

If you have already purchased a gift voucher through one of our 3rd party partners (or indeed you have been lucky enough to have been gifted with a voucher) prior to the 23rd March 2020 that was still valid on this date, then we are delighted to inform you that we have extended the validity of your voucher until the 30th December 2020. To book and redeem, please follow the booking instructions on your voucher.

# STAY WITH CONFIDENCE

## INCREASED PUBLIC AREA CLEANING

Our cleaning schedules have always ensured that we maintain a high standard, for extra reassurance, we have further enhanced our cleaning procedures.

'HIGH TOUCH' AREAS CLEANED EVERY  
TWO HOURS

# 01

## Prior to opening

One week prior to re-opening, we will carry out a series of deep cleaning tasks for the lobby, all food and beverage areas, spa, bedrooms, and bedroom corridors, plus all heart of house areas.

A full sanitisation of the Hotel (using a sanitisation mist spray) will be conducted one week prior to re-opening.

# 03

## Restaurant, Bar, Meeting rooms, Spa & Gym

High touch areas cleaned every two hours.

Floor to be disinfected (if applicable) bins to be emptied every two hours.

Disinfect Public Toilets every two hours, including all taps and touchpoints, bins to be emptied.

# 02

## Reception

High touch areas cleaned every two hours.

Floor to be cleaned & bins to be emptied every two hours.

Umbrellas will be sanitised after each use and a sleeve placed over the handle confirming that this process has taken place.

# 04

## Bedroom corridors

High touch areas cleaned every two hours.

## RECEPTION

Floor to be cleaned & bins to be emptied

Disinfect lift buttons and car

Disinfect all door handles

Disinfect phones and guard

Disinfect work areas

## RESTAURANT, BAR, MEETING ROOMS, SPA & GYM

Floor to be disinfected (if applicable) bins to be emptied

Disinfect lift buttons and car

Disinfect all door handles

Disinfect Public Toilets every hour, including all taps and touchpoints, bins to be emptied.

## BEDROOM CORRIDORS

Disinfect lift buttons and car

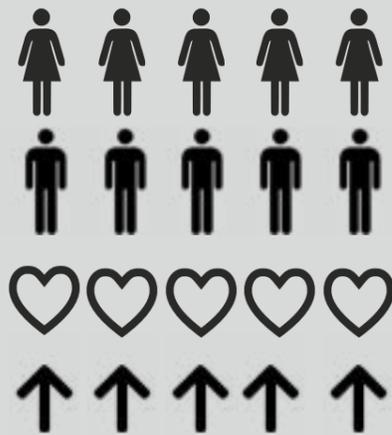
Disinfect all door handles

Disinfect phones outside lifts

## CHECK AND INSPECT BEDROOM GUARANTEE

All our bedrooms are checked and inspected after cleaning. Our room inspectors will use our updated checklist to ensure that all new procedures have been followed so that we are able to guarantee a safe and clean room for you upon arrival.

### TEMPERATURE CHECKS AND SOCIAL DISTANCING MEASURES IMPLEMENTED THROUGHOUT THE HOTEL



Thermal camera temperature checks will be taken on arrival of all our employees, guests, and delegates. Anyone registering a temperature of 38C (100.4F) or over will not be able to enter the hotel. We recommend that should you have a temperature or any COVID-19 symptoms, that you should not travel to the hotel.

Only guests from the same booking will be allowed in a lift at a time and this will be managed by our Front Hall team. Once in the lift the Front Hall team can press the floor where the guests are going to, limiting further touch points.

All guests will enter through the left-hand set of doors which can be used for arrival and will exit through the right-hand set of doors to avoid guests meeting.

A clearly marked one-way system has been created throughout public areas where possible.

## REDUCED TOUCH POINTS AT THE HOTEL

Where possible, the hotel entrance door will be opened by our Front Hall team to avoid you having to touch the door handles.

Our Front Hall team will meet you & call the lifts selecting your required floor.

Our Front Hall teams are multi skilled to assist with service in the lobby as required. They will be on hand to assist you when requested and accommodate your additional requirements or needs.

For those of you that use our new mobile check-in service, we will call you prior to your arrival to see if you require any additional assistance such as dinner reservations, taxi bookings, special requests.

To prevent team members having to enter your room once it is occupied, we will not be operating an automatic turndown service. However, should you require any items in your room replenishing or require additional amenities, we would be delighted to assist with your request.

Our express check out service is available, and we encourage you to utilise this service where applicable.

### NEW TECHNOLOGY IMPLEMENTED TO SUPPORT DISTANCING WHILST MAINTAINING SERVICE LEVELS

**I Concierge** – our concierge lobby screen allows you to view hotel information and our fabulous deals and offers. In addition to this, you can check out our local area recommendations for 'things to do' or 'dining out', check live flight information, the weather forecast & even send a postcard!

**Mobile check-in** - For your convenience & to help you avoid any potential queues at check-in, we are introducing a mobile check in service allowing you to check in through our Lowry app & use your mobile phone as your room key (iOS & Android compatible).

### TEAM TRAINING AND PPE

Team members will wear appropriate PPE as set out in the government guidelines.

We will be conducting extensive training and briefing sessions for our teams. Social distancing, staff protection, cleaning & hygiene and customer service through COVID-19 are just some of the topics that will be covered.

## PROTECTIVE SCREENS AND SANITISATION STATIONS

Screens have been installed onto the front desk pods and onto the host desk in the Restaurant.

Free-standing sanitisation units have been installed and positioned carefully around public areas for your use and heart of house areas for our teams.

# MEET WITH CONFIDENCE

## MEETINGS AND EVENTS T&C'S AMENDED TO OFFER GREATER FLEXIBILITY

We fully understand that some of our valued clients will be hesitant to commit when it comes to booking and confirming future meetings and events, that's why we have reviewed our current terms and conditions to allow you to proceed with peace of mind. Subject to government changes to guidelines regarding social gatherings & distancing, we have amended our policies include changes to minimum numbers, deposit requirements, cancellation fees & booking amendment flexibility. For full details please contact the hotel on [0161 827 4035](tel:01618274035).

## ROOM CAPACITIES AMENDED AND AVAILABLE TO VIEW ONLINE IN 3D

The safety of our guests is of the utmost importance. Government guidelines now include the current one meter plus ruling, however we understand that whilst many of our clients and guests are delighted with this new relaxed ruling, some of our clients and guests would rather continue to apply a 2 meter distancing rule to any meetings or events that they may have. With this in mind, we have amended capacities for all our available meeting and event space based on both a 2 metre and 1 metre distancing rule. A 3D viewing of all available paces with reduced capacities for both sets of distancing measures can be [viewed here](#).

## HYBRID PACKAGES AVAILABLES FOR MEETINGS

Some meetings and events are simply too important to conduct fully from home. Particularly those that require a more collaborative approach, have valuable content & require that extra flair. That is why we are working alongside Vision Events Manchester to offer you a COVID safe AV package to run your hybrid event. For larger meetings, utilise the space in our Grand Ballroom with key stakeholders and presenters present. Using a private YouTube link, stream live to your delegates via a HD quality camera. For smaller meetings, we have a 'Room to Zoom' package available that provides a HD camera, tripod and laptop for a professional Zoom meeting. To learn more about these innovative meeting and events solutions [click here](#).

## PUBLIC AREAS CLEANED EVERY TWO HOURS, SANITISATION STATIONS AVAILABLE IN PUBLIC AREAS

Floor to be disinfected (if applicable) bins to be emptied.  
 Disinfect lift buttons and car.  
 Disinfect all door handles.  
 Disinfect Public Toilets, including all taps and touchpoints, bins to be emptied.  
 Foot operated sanitisation station available for delegate use on the banqueting floor.

## TEMPERATURE CHECKS IN PLACE AND SOCIAL DISTANCING MEASURES IMPLEMENTED

Thermal camera temperature checks will be taken on arrival of all our employees, guests, and delegates. Anyone registering a temperature of 38C (100.4F) or over will not be able to enter the hotel. We recommend that should you have a temperature or any COVID-19 symptoms, that you should not travel to the hotel to attend your event. Our Front Hall team members will greet your delegates on arrival & advise them about directions and lift rules/regulations as well as well as introducing them to the one-way system. Markers will also be visible for a variety of room set-ups for the placement of chairs to maintain distance. Any staging will also have visible markers, so distance is kept during panels discussions. We will work with all our event organisers to arrange staggered break times so that all meetings have separate breaks to limit cross over between the groups/companies.

## EVENT MANAGER/HOST CONTACTABLE VIA APP

Lead delegates/organisers will be met by the events manager or supervisor in the meeting room (social distancing applied). We will provide you with an overview of the arrangements and the new procedures in place for social distancing/cleaning and will be able to answer any other questions that you may have. To minimise contact, the meeting room will not be serviced during the day. If any other provisions or assistance is required throughout the day, we remain at your disposal. We will provide you with your own WhatsApp group so that we are easily contactable throughout the day.

## ADDITIONAL FOOD SAFETY MEASURES IMPLEMENTED AND NEW OFFERINGS AVAILABLE

Where lunch has been reserved as part of your delegate package, our delicious Lowry lunch boxes will be placed on trolleys/tables outside the meeting rooms at the agreed time ready for your collection. Your meeting room will be stocked with plenty of coffee/tea/refreshments and additional water. Where required, we can arrange for this to be replenished and will co-ordinate this during your breaks via the WhatsApp group. For larger meetings we will provide a manned coffee station with team members in PPE (as per government recommendations). Individual accompaniments will also be served by our team with no self-service available. There will be no shared water dispensers or large water bottles, individual bottles will be provided for each delegate.

## STATIONERY PACKS DISINFECTED AND SEALED WITH WIPES FOR USE THROUGHOUT THE DAY

Delegates will be encouraged to not share microphones and to use a lapel or jawline mic per person rather than a handheld or lectern microphone (to be advised and arranged at the time of booking). Wipes to be available for passing of clickers/laptop for the presenters. Pencils/Paper and Mints etc will be left in a package to shows they are new, and package sanitised. Flipcharts will be replaced with dry wipe boards that will be disinfected after each meeting & pens will be sealed in a packet to say they have been disinfected prior to use. Wipes will also be provided for use throughout the day.

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# DINE WITH CONFIDENCE

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## TEMPERATURE CHECKS AND SOCIAL DISTANCING MEASURES ADHERED TO ACROSS ALL AREAS

Thermal camera temperature checks will be taken on arrival of all our employees, guests, and delegates. Anyone registering a temperature of 38C (100.4F) or over will not be able to enter the hotel. We recommend that should you have a temperature or any COVID-19 symptoms, that you should not travel to the hotel.

## SINGLE WAITER ALLOCATED TO A TABLE

To minimise contact with multiple team members, we will allocate one waiter to your table who will assist you and serve you throughout your dining experience.

## A LA CARTE MENU REPLACING BREAKFAST BUFFET

Breakfast at The Lowry Hotel truly is a great way to start any morning, and whilst we are temporarily removing our breakfast buffet option, we will still be offering a large selection of a la carte breakfast items made fresh to order and delivered to your table.

## SINGLE USE MENUS IN PLACE

In the interest of your safety, we are introducing single use menus giving you the confidence that as few people as possible have touched the menu prior to it reaching you at your table. We will of course ensure that all single use menus are disposed of responsibly through our recycling scheme.

## TABLES CLEANED THOROUGHLY AND SANITISED AFTER USE READY TO WELCOME THE NEXT GUESTS

All tables will be fully cleared and disinfected after the departure of each diner/s.

## TABLES CLEAR ON ARRIVAL. CUTLERY AND CRUET SET SANITISED, WRAPPED AND BROUGHT TO THE TABLE.

Our tables may not be set up in the usual way with sparkling wine glasses & shiny silverware, but please be reassured that behind the scenes, we will be working hard to ensure that you have the five-star dining experience that you have come to know well in the River Restaurant, in the safest possible way.

On your arrival at the table, it will be clear except for a sign letting you know that this table has been sanitised.

Your designated waiter will bring cutlery, glassware and cruet set which have been clearly sanitised with appropriate packaging.

## SANITISATION DISPENSERS IN ALL PUBLIC AREAS INCLUDING RESTAURANT AND BAR

Foot operated sanitisation units have been installed and positioned carefully around public areas for your use and heart of house areas for our teams.

## TEAM FULLY TRAINED ON NEW PROCEDURES

Team members will wear appropriate PPE as set out in the government guidelines.

We will be conducting extensive training and briefing sessions for our teams. Social distancing, staff protection, cleaning & hygiene and customer service through COVID-19 are just some of the topics that will be covered.



## The Lowry Hotel Reimagined

Our commitment to a safe and enjoyable experience at The Lowry Hotel post-covid.

Prod. July 2020.