

The Lowry Hotel Reimagined

**'BOOK WITH
CONFIDENCE'**



THE LOWRY HOTEL
MANCHESTER



Many fully flexible rates
and packages available



Individual booking
cancellation policy
extended to 24 hours prior to
arrival



Group and events T&C's
amended to offer greater
flexibility



A variety of packages
introduced allowing you to
experience The Lowry Hotel
without leaving your room



Expiry date of pre-purchased
gift vouchers purchased
through The Lowry Hotel
extended



Expiry date of pre-purchased
vouchers purchased through
3rd parties extended

The Lowry Hotel Reimagined

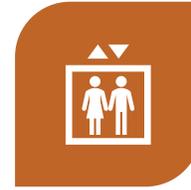
‘STAY WITH CONFIDENCE’



THE LOWRY HOTEL
MANCHESTER



Increased public area
cleaning



‘High touch’ areas
cleaned every two
hours



Check and inspect
bedroom
guarantee



Temperature checks
and social distancing
measures
implemented
throughout the hotel



Protective screens
and sanitation
stations



Reduced touch
points at the hotel



New technology
implemented to
support
distancing whilst
maintaining
service levels



Team training & PPE

The Lowry Hotel Reimagined

'MEET WITH CONFIDENCE'



THE LOWRY HOTEL
MANCHESTER



Meeting & events
T&Cs amended to
offer greater flexibility



Room capacities
amended and
available to view online
in 3D



Hybrid packages
available for larger
meetings



Temperature checks
and social distancing
measures
implemented



Public areas
cleaned every two
hours; sanitisation
stations available in
public areas



Event
manager/host
contactable via
app



Additional food
safety measures
implemented and
new offerings
available



Stationery packs
disinfected and
sealed. Wipes
available for use
throughout the
day

The Lowry Hotel Reimagined

‘DINE WITH CONFIDENCE’



THE LOWRY HOTEL
MANCHESTER



Temperature checks
and social distancing
measures adhered to
across all areas



Single waiter allocated
to a table



A la carte menu
replacing breakfast
buffet



Single use menus in
place



Tables cleaned
thoroughly and
sanitised after use
ready to welcome
next guests



Tables clear on
arrival. Cutlery
and cruet set
sanitised,
wrapped and
brought to table



Sanitisation
dispensers in all
public areas
including
restaurant and
bar



Team fully trained
on all new
procedures

The Lowry Hotel Reimagined

**'RELAX WITH
CONFIDENCE'**



THE LOWRY HOTEL
MANCHESTER



Increased public area
and treatment room
cleaning.



Temperature checks
and social distancing
measures implemented
throughout the hotel &
spa.



Team training & PPE



No touch policy retail
& merchandising



Protective screens
and sanitation
stations



Consultations
completed prior
to arrival.



Expiry date of pre-
purchased gift
vouchers
purchased
through The Lowry
Hotel & 3rd parties
extended

The Lowry Hotel Reimagined

**'WORK WITH
CONFIDENCE'**



THE LOWRY HOTEL
MANCHESTER



Self-certified health app,
temperature checking,
mental health support in
place



Social distancing measures
implemented heart of house
and front of house



Risk assessments & SOPs
completed for all
departments and job tasks



Heart and front of house
areas changed to limit
touchpoints



Protective barriers and
sanitisation stations plus
changing room capacity
sensors introduced



New team training available
(social distancing, staff
protection, cleaning and
hygiene, customer service
and covid)