

WHAT OUR GUESTS WILL EXPERIENCE



Book with confidence with reservation flexibility and no cancellation fees if you need to change your booking until the end of 2020.



All of our menus are now accessible via QR codes; single use paper versions will be available too.



We will offer a contactless check-in and checkout service for guests who would like this option.



Drinks will be served to your table; one of our team will take your order and deliver drinks to you.



Our team will be wearing face masks or visors, but rest assured our warm Whatley smiles remain present.



In your room you will find new additional amenities, including facemasks, hand wipes and alcohol wipes.



We will no longer offer valet parking however if you require assistance, please ask in advance of your stay.



Our restaurants have been reconfigured to provide the required distancing between tables.



We are happy to take and collect luggage to and from your room and this will have to be left at your bedroom door.



Our room cleaning methods have been enhanced to include a deep sanitisation this will be followed by a further measure of Ozone treatment daily with a reassuring message.



Throughout the hotel there will be subtle signage to help guide us all to maintain physical distancing and spatial awareness around the hotel.



We have updated all of our cleaning protocols to be Covid 19 compliant, our team are fully trained and will receive ongoing training.



You'll find hand sanitising stations throughout the hotel for your use. Our teams will be hand washing at least every half hour for your safety.



There will be limitations on guest numbers in the Spa & Gym, equipment will be sanitised by our team after each use.



Please enjoy our gardens and terraces, garden furniture will be regularly cleaned and sanitised throughout the day.