



WHITE MOUNTAIN HOTEL & RESORT

Pleased to announce our Re-Opening on: May 28, 2021

UPDATED May 2021

As we re-open, we want to assure you that the safety and well-being of our guests and employees is our top priority. We have developed these guidelines to ensure you the safest and most enjoyable stay possible. In accordance with the latest guidance issued by the Centers for Disease Control (CDC) and the American Hotel & Lodging Association (AHLA) and New Hampshire's Universal Best Practices, guests who have been fully vaccinated are not required to wear a facial covering. Guests who are not fully vaccinated are recommended to wear a facial covering and practice social distancing. Note: People are considered fully vaccinated 2 weeks after their 2nd dose in a 2-dose vaccine series or 2 weeks after a single-dose vaccine. Please stay tuned to our website for the most up-to-date information at www.whitemountainhotel.com.

BOOK WITH CONFIDENCE

Our new "No worry" cancellation policy allows for cancellations up to 2 days prior to arrival, for any reason, with no penalty. This allows you to book with confidence. Call today to book your stay at 800-533-6301 or visit our [website](#) to make a reservation.

EMPLOYEE COMMITMENT

All of our employees have gone through a COVID-19 Training program. The same masking policy as mentioned above will be in effect for staff members. The importance of hygiene, personal protective equipment, illness protocols and social distancing continues to be paramount.

PRE-ARRIVAL

We will communicate with you prior to your arrival with both your confirmation email and your pre-stay email to remind you to make your breakfast and dinner reservations prior to arrival on Open Table. Please note that both dinner and breakfast reservations are REQUIRED and must be made in advance of arrival. These reservations can be made on Open Table and the links for these are in your pre-stay email. We will help to make suggestions for any planned activities both on and off property. We will also obtain your credit card, so that the check-in process upon arrival is quick, easy and practically touchless. In addition, when you receive your pre-stay email, please reconfirm your mailing address, email address and telephone number.

GUEST REGISTRATION AND DEPARTURE

Upon arrival, please check in at the front-desk and simply sign the guest registration card. The Front Desk does have hand sanitizer and face masks upon arrival, if needed. Protective plexiglass has been installed at the Front Desk for your safety. Upon departure, simply call the front desk to review your bill and then you may depart remotely. We will e-mail a final bill for your records.

PUBLIC SPACES

We will continue with our rigorous cleaning protocols of all public spaces and high touch points in the Hotel on a frequent basis. Sanitizing stations have been installed at each elevator landing, in the lobby, in the gym and at the entrance to Ledges Restaurant and Tullamore Tavern.

HOUSEKEEPING SERVICES

Guest rooms will continue to be cleaned with the highest standards in cleaning protocols and you can be assured that your guest room has been thoroughly cleaned and sanitized. Enhanced cleaning protocols, such as high touch point areas, have been established to ensure the health and safety of our guests and staff. Daily housekeeping service will be provided, however, you may opt out of daily housekeeping based on your own level of comfort. If you choose not to have daily housekeeping service, a housekeeping amenity form will be provided should you need additional amenities dropped at your door during your stay.

DINING AND TAVERN

Ledges Restaurant and Tullamore Tavern will be open for inside & outdoor deck dining. Most tables have been placed 6' apart. The Tullamore Tavern is set with dining tables for guests who are dining with us, and all bar stool seating has been restored. The bar stools are not spaced 6' apart, so you can make your own decision if you are comfortable sitting at the bar next to other guests. The Restaurant will require reservations for both breakfast and dinner. Stringent cleaning and sanitizing protocols are being adhered to at all times in the restaurant, tavern and kitchen.

RECREATION

All Resort amenities will now be open for your enjoyment. We ask that those guests utilizing the hot tub and saunas to do so with the party they are rooming with only, and we ask you to limit your usage in these amenities to give all guests an opportunity to enjoy these areas.

On behalf of the entire team at the White Mountain Hotel & Resort, we cannot thank you enough for your understanding and support during this time. We look welcoming you back to the Resort very soon.

Regards,

Gary W. Sullivan

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Owner/General Manager &

The White Mountain Hotel Executive Team

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