



WHITE MOUNTAIN HOTEL & RESORT

UPDATED SEPTEMBER 2021

As we navigate 2021, 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 the State of New Hampshire's Universal Best Practices from Governor Sununu of New Hampshire, 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. 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 for two night stays is not being provided at this time. Housekeeping services will be provided on the third and fifth night of your stay, if desired. You may opt out of this service if you do not wish housekeeping staff to enter your room. If you should need any supplies or trash removed from your room during your stay, a housekeeping amenity form will be provided in your room, and this can be completed and left on the outside of your door during your stay.

DINING AND TAVERN

Ledges Restaurant and Tullamore Tavern are fully open for inside & outdoor deck dining. The Tullamore Tavern lounge seating has been restored, and all bar stool seating has been restored. Until further notice, the Tavern is serving a limited menu of sandwiches and Pub Fare. The Tavern is available on a first-come first served basis and seating is currently limited. The Restaurant requires advance reservations for both breakfast and dinner. Dining capacity and reservation availability is currently limited, therefore, advanced reservations for both breakfast and dinner are highly recommended. Ledges Restaurant is currently not taking reservations on many nights for guests outside of the hotel, so that we can best service our guests staying on property. 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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