



# WHITE MOUNTAIN HOTEL & RESORT

**Pleased to announce our Re-Opening on: July 1, 2020**

**UPDATED on 9/23/2020**

**UPDATED:** On July 2, 2020, NH Governor Sununu removed the 14-day quarantine restriction for all guests travelling to NH from all 6 New England States including: RI, CT, NH, MA, VT and ME. Guests from these states are no longer under the 14-day quarantine restriction. Guests travelling from outside of these six (6) states, it is recommended that they quarantine at home for 14 days prior to arrival or provide a negative COVID test. In NH this is a recommendation, but it is not mandated by the State of NH.

We first opened our doors on July 1, 1990 and have enjoyed welcoming guests to the White Mountain Hotel for 30 years. After closing the Hotel in March, we are so pleased to tell you that we re-opened our doors on July 1st, on our 30th Anniversary! We want to assure you that the safety and well-being of our guests and employees is our top priority.

As the situation continues to develop, some guidelines are subject to change. We remain in close contact with our local, state and federal officials for guidance. Please stay tuned to our website for the most up-to-date information at [www.whitemountainhotel.com](http://www.whitemountainhotel.com). We have carefully reviewed all aspects of your guest experience and with the guidance of the Governor of NH and the NH Re-Opening Taskforce, we have developed a set of guidelines to ensure you the safest and most enjoyable stay possible.

## **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. Daily temperature checks are required of all staff and a detailed health log of each employee will be maintained by our Executive Team. The importance of hygiene, personal protective equipment, illness protocols and

social distancing is 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. 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. If you are staying longer than two nights, we will determine your preference for guest room cleaning. Due to COVID-19 guidelines and enhanced cleaning protocols, guest room services are not being conducted for two night stays. Guests staying longer than two nights, have the option to receive guest room cleaning on the 3<sup>rd</sup>, 5<sup>th</sup> and 7<sup>th</sup> night of stay. This, of course, is optional, based on your level of comfort. 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, ONE member from your party will check in at the front-desk and simply sign the guest registration card. Guests will be offered hand sanitizer and face masks upon arrival if needed. Protective plexiglass has been installed at the Front Desk for your safety. Face masks are REQUIRED in all public areas of the hotel and social distancing is required. 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**

Additional staffing has been implemented to thoroughly clean and sanitize 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**

You will notice upon arrival to your room a "Clean and Sanitized" sign on the door lock. This sign indicates that your room has been thoroughly cleaned and sanitized using a fogging sanitizer. Enhanced cleaning protocols, such as high touch point areas, have been established to ensure the health and safety of our guests and staff. All staff will be wearing facial coverings while cleaning.

Due to COVID-19 guidelines and protocols, guest room cleaning is not being conducted for two-night stays. Guests staying longer than two nights, have the option to receive guest room cleaning on the 3<sup>rd</sup>, 5<sup>th</sup> or 7<sup>th</sup> night of stay. This, of course, is optional based on your level of comfort. A housekeeping amenity form will be provided on your door if you should need additional amenities at any time during your stay.

## **DINING AND TAVERN**

Ledges Restaurant and Tullamore Tavern will be open for inside dining following the social distancing guidelines set forth by the Governor of NH and the NH Re-Opening Task Force. All restaurant staff will be wearing facial coverings and tables have been placed 6 feet apart. Face masks will be REQUIRED when entering and exiting the restaurant, however, you can remove your mask when seated.

The Restaurant will require reservations for both breakfast and dinner. All buffets have been suspended (i.e. Sunday Brunch). A Grab-and-Go breakfast will also be offered, please check with the Hostess in Ledges for this option. Condiments will be offered in single-use containers, menus will be one-time use only and silverware will be sanitized and wrapped in linen napkins. Stringent cleaning and sanitizing protocols will be adhered to at all times in the restaurant, tavern and kitchen.

## **RECREATION**

We will be following the guidelines set forth by Governor of NH on all recreational amenities on property. i.e. pool, hot tub, fitness center, golf, recreational courts that feature pickle ball, basketball, corn hole and shuffleboard, as well as, spa services. The Saunas remain closed due to State of NH Mandate.

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.

Be Well,

*Gary W. Sullivan*

**Gary W. Sullivan**  
**Owner/General Manager &**  
**The Executive Team**

White Mountain Hotel & Resort

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