



A responsible reopening

It's a little over 8 weeks since we closed our doors across the collection and as we embark on a new journey in preparation for reopening, it is only just and fair that we share with you the measures we have been exploring and implementing across our hotels, golf club, spas, pub and cookery school.

Our number one priority has been our people! After all, people are the foundations on which this fantastic industry is built upon and our ability to construct a safe and happy environment for over 800 of our people, ultimately means we have shaped a safe environment to "create happiness in amazing places" for you, our extended family and friends to enjoy.

We are opening our collection to you in a phased approach. This has started with The Manor House golf course which is now open to both members and visitors to enjoy a safe round of golf. Next, the highly anticipated reopening of our hotels starts with Pennyhill Park, South Lodge and The Manor House on the 9th July, along with accommodation only at Royal Berkshire and The Castle Inn. Shortly followed by Lainston House on 6th August and Fanhams Hall soon after.

With our two spas, we plan to open to our members on 4th July with access to manicures and pedicures and at South Lodge, the hair salon. Hotel guests from the 9th July will also have access to manicures and pedicures, as well as our muddy spa experiences. We will gradually open further facilities as and when we are able to do so.

We are blessed with rural properties with fantastic access by car and when we started to map how "physical distancing" will look, we quickly reminded ourselves dining and relaxation experiences needn't be restricted by four walls. Across the collection we have no less than 31 separate areas for you to enjoy from multiple lounges to drawing rooms, bar areas, and restaurant spaces. That's not to count the 686 acres with 18 different alfresco options to experience from south facing terraces, semi-private gardens and lawns, kitchen gardens and our manicured grounds.

This time has enabled us to really focus on how we offer a safe haven for your next break, get together, meeting or celebration and we've been adapting our procedures and offering so you feel as safe as at home, when you're at home with Exclusive. Visit exclusive.co.uk/at-home-with-exclusive/ for our latest information as we continue to evolve our commitments in line with government guidelines and look forward to welcoming you very soon.

Danny Pecorelli
Managing Director