

April 12, 2021

What to expect whilst in residence at Troutbeck

Dear Guest,

Welcome to Troutbeck.

Our team has worked diligently to recalibrate our services and protocols to either meet or exceed present-day guidelines intended to ensure our mutual wellbeing. Our long-established health and safety practices and protocols have been modified, augmented and, have informed changes to our service offering. What follows is a detailed overview of what to expect from check-in to check-out. We are already planning for your visit.

So that we best meet your needs we ask that you review this letter in full. Should you choose to book your stay with us you will receive a pre-arrival registration package which we ask that you return to us in good time. Guest services will be in touch with you prior to your arrival to confirm your preferences.

Check in: 4:00PM

- All guests are required to check-in at the Manor House.
- We will ask that you and your companion(s) please submit to a mandatory temperature check on check in. You are required to wear a mask in our public spaces.
- We trust that you, like we, have taken all reasonable and necessary precautions prior to your arrival.
- Should you or anyone travelling with you test above the acceptable limit, you will not be permitted to check-in. In such an event you will unfortunately forfeit your deposit in full. If you arrive together with friends under separate reservations neither party will be accepted to check-in. Please be sure to carefully monitor your health prior to confirming your visit with us.
- You will receive your sanitized guestroom key card and visual direction to your guestroom.
- You may be invited to leave your luggage in a convenient location while you park your car, as directed.
- On departure day, check-out is at 11:00AM

Housekeeping Services

- Your guestroom will have been thoroughly sanitized prior to your arrival using a medical grade fogging machine. Your room will be sealed prior to arrival.
- Our Housekeeping team will conduct daily refreshers and nightly turn downs. Please note you will not be permitted to enter your guestroom while these services are performed. If you wish to not have these services, please place our Do Not Disturb Tie on the outside of your Guest Room Door.
- Guests staying with us for more than two nights will receive full linen services on the third day.

Food & Beverage Service

- New York State prohibits the serving of alcoholic beverage except when served with food. New York state requires that food must be substantial in portion size, akin to an appetizer or share portion.
- New York State prohibits restaurants and bars to be open after 11:00PM. At this time, last seating in the restaurant for dinner and beverage service is 9:00PM.
- For the time being, our food and beverage services are available to in-house guests and members only. Our exceptional culinary team will carefully plan all of your meals with your unique dietary restrictions in mind.
- Our breakfast is formulated by our culinary team, reflecting market selections and is accompanied by great things from the bakery. A la carte lunch and dinner are available at the restaurant, or on the terrace.
- Unless weather dictates otherwise, breakfast, lunch and dinner may be served outdoors. We are now also permitted to offer indoor dining at 75% of our permitted occupancy.
- In room dining is available. Food servers will deliver but will not enter your room. There is a \$10 delivery fee for all in room dining orders.

ACTIVITIES

- Outdoor activities are weather dependent. As you contemplate your visit please refer to the property map attached for orientation.
- Designated hammock sites are available on a reservation only basis.
- The Barns, our wellness facility offers studio classes, a full gym, treatment rooms and changing rooms on a reservation basis only.
- Saunas are not permitted for use under current New York state directives.
- Tennis is available by reservation.
- Complimentary bicycles are available on site.

Cancellation

Our customary cancellation policy is suspended for the time being. Your reservation may be cancelled up to 7 days prior to arrival, free of charge. Bookings made within 7 days of arrival will be charged in full. Should you cancel within the 7day period, you will be charged 100% at the applicable rate per room night reserved. Given the nature of our preparations - well in advance of your arrival - there will be no exceptions to last-minute cancellations. That said, you should have plenty of flexibility beforehand to confirm your plans with us.

Dependents

Children are required to adhere to all protocols in place including social distancing measures and the wearing of face coverings. Parents travelling with infants are asked to bring a travel cot, if one is required. For the time being we are not offering cots. Families can be accommodated in our suites and double king guestrooms, only.

Dogs are welcome only in our dog friendly guestrooms. With the exception of service dogs, pets are not permitted in the public areas.

Please be advised that:

- Public areas are marked with directional signage. Please be attentive when navigating the property. We have thought carefully about how best to maintain congestion-free circulation.
- Our public areas have been fitted with medical grade HEPA/UV filtration systems, and all guestrooms have operable windows.
- All staff members will wear face coverings. All guests are required to do the same when passing through our public spaces.
- Our reception will be manned 24 hours a day for the duration of your visit. Reception can be reached by phone or via email at reception@troutbeck.com should you have any questions or requests.

We look forward to seeing you.