

Welcome

We are excited to welcome you back to Crowne Plaza Liverpool City Centre

My team are on hand, please do feel free to approach us, we enjoy sharing our local knowledge and would be happy to help. We all need to keep safe during these times and we would like to take this opportunity to outline some of our initiatives:-

- Social distancing - we would ask that all our guests are respectful of this during your stay and remain 2meters away from fellow guests and our employees.
- Sanitiser stations are positioned throughout the hotels public areas for regular use
-  We have built on our best in class approach to cleanliness, with an enhanced cleaning regime and our Clean Promise.
- Cash free transactions only, credit and debit card payments along with contactless (up to £45.00) and apple, google, Samsung pay is available.

Food & Beverage

As we continue to practice social distancing, the hotel will be residents only and we respectfully request that social distancing is observed within our lounge and terrace:-

- No more than 2 households meet in the lounge area, observing 1 meter+ social distancing between each house hold.
- No more than 6 individuals meet outside on our terrace, observing 1 meter+ social distancing.

Breakfast 06:30am – 10:30am daily

Pre booked with reception by 9pm evening prior, “grab and go” breakfast with a hot item, will be available in the lounge served with a Starbucks tea or coffee.

Lunch & Dinner 12:30 – 21:00 daily

Light bites and hot and cold dishes are available to order via room service, served to your table in the lounge.

Bar service 11:00am – 11:00pm

There is no need to approach the bar, we are operating table service only.

Health & Fitness - Unfortunately this will remain closed during your stay, we do have a local run map available on request.

Housekeeping

Your room has been deep cleaned and sanitised prior to your arrival.

To allow our team to service your room safely, they will be wearing PPE and we require the room to be vacant. On check in we will discuss a convenient time frame when you will be out of your room.

Alternatively, we can provide fresh towels and amenities, left outside your door each day.

We look forward to making your time in Liverpool pleasurable and memorable, please do contact myself or my team if you have any questions during your stay.

Our very best wishes



Stephen Roberts
General Manager



Good isn't good enough – we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right. www.ihg.com/clean



Welcome letter



Grab and go breakfast



Room service menu



Drinks menu



Wine menu