

## **MEDIA RELEASE**

A top Warwickshire hotel has gone virtual with a new app allowing guests to experience a stay without breaking social distancing regulations.

Coombe Abbey Hotel in Coventry will be transformed for visitors through a new app for guests to check-in with their phones to decrease physical contact between staff and guests, as the hotel plans its reopening.

As well as allowing guests to check-in safely and minimising the risks of contact with staff, the app will turn smartphones into the key card for the rooms and will allow food and beverage room service to be ordered.

The Brinklow-based hotel has invested in the new technology along with self-check-in kiosks which have been installed for completely contactless services at the hotel, which will be using floor stickers to ensure all guests and staff remain at a safe distance as part of the strategy to reopen safely on Saturday, July 4.

While guests will have everything at their fingertips, staff will still be on hand to help with guests queries and requests, but the new systems will allow guests to enjoy a stay at Coombe Abbey without risking breaking social distancing rules.

The app, which will be available to download through iOS and on Android, will allow guests to order room service and will include general information about Coombe Abbey, including the facilities and history of the hotel.

As well as ordering room service, people can use the app to order delivery of Coombe Abbey's afternoon tea for contactless collection and delivery within ten miles of the hotel.

Ron Terry, General Manager at Coombe Abbey Hotel, said: "We have invested in this technology to help minimise the risk to our guests while making sure their experience still matches their high expectations of Coombe Abbey.

"The safety of our guests and staff is of the utmost importance to us, so with the new regulations in place within the hotel and the new app, guests can enjoy a stay with us without having to risk breaking social rules, while still having everything they need at their fingertips.

"The app will allow guests to check-in, check-out and unlock their room, order room service and people in Coventry can order our afternoon tea for delivery and contactless collection, all from their phone.

"Staff will be on-hand to ensure everyone remains at a safe distance, but this new technology is a real step forward in terms of an incredible new experience for our guests, when they stay with us.

“At present, Coombe Abbey Park remains open for guests to enjoy a walk around the 500 acres of land, as long as they continue to adhere to the social distancing measures, with our Kiosk in the Park offering cold drinks and snacks for people to enjoy as well.”

For more information on the new app and a stay at Coombe Abbey, visit

<https://www.coombeabbey.com/>

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