

**CHARLESTON PLACE**  
A BELMOND HOTEL  
CHARLESTON

Dear Guest,

Welcome to Charleston Place and America's Favorite City, Charleston, South Carolina. We are delighted to have you here.

In light of the COVID-19 pandemic, we wish to reassure you that your safety and wellbeing are our highest priority. We have put careful new protocols in place, ensuring you can continue to enjoy the pleasures of our hideaway with confidence. A couple of important notes regarding new protocols:

- The City of Charleston requires masks to be worn in all public spaces, including inside of the hotel. When you are seated at your table in our restaurants or while sitting at the pool, you may remove your mask.
- We schedule all guest rooms to be cleaned daily with the heightened awareness of cleaning and disinfecting to ensure your safety. Please let us know if you would like to opt-out of daily housekeeping services.

Explore the wonderful world of Belmond via our new on-property app. Available in the app stores by searching "Belmond" or scanning the QR code below with your phone's camera, you'll find relevant information on the hotel and its offerings. View our restaurant menus, peruse the spa brochure, request specific services or items and even chat with our team. Of course, we are always available by phone, as well, by calling extension 7000 so please do not hesitate to reach out if we can be of assistance.



APPLE



ANDROID

While you are here in Charleston, we encourage you to set out on a city adventure. Walk down cobblestone streets hand in hand. Meander past centuries' old homes, imagining the history just beyond the walls. Sit and laze away the afternoon in one of our waterfront parks. There's never been a better time to discover – or rediscover Charleston's charms.

Kind regards,

A handwritten signature in black ink, appearing to read 'R. Reis', with a long horizontal flourish extending to the right.

Rui Reis  
Divisional Managing Director  
North and Central America, Caribbean



**WELCOME TO  
YOUR SANCTUARY**

## 01 WELCOME TO YOUR SANCTUARY

We're delighted to welcome guests to Charleston Place and warmly welcome you to our iconic retreat in historic downtown Charleston.

In light of the COVID-19 pandemic, we wish to reassure you that your safety and wellbeing are our highest priority. We have put careful new protocols in place, ensuring you can continue to enjoy the pleasures of our hideaway with confidence.

Discover – or rediscover – the crown jewel of the South. Stay on site to enjoy spa treatments, shopping and dining from inspired menus. Or head out to explore historical sites, stroll cobblestone streets, soak up the breezy views of waterfront parks, and feast on Southern cuisine in our wonderful destination.

We've outlined the main procedures regarding your stay below. For more information on Belmond's commitment to safe travel, please see <https://www.belmond.com/legal/coronavirus>.

Thank you for choosing to stay with us, and please do not hesitate to reach out if we can do anything to enhance your experience.

Kind regards,



Rui Reis  
Divisional Managing Director  
North and Central America, Caribbean

## 02 PRE-ARRIVAL & ARRIVAL

### FACE MASKS

The City of Charleston has issued an ordinance that face coverings or masks are to be worn in all public spaces. Please bring your own face covering or mask, as they are required to be worn in Charleston and the hotel.

### TEMPERATURE CHECK

**Please be aware that we will be asking all guests to undergo a contactless temperature check on arrival.** Anyone who does not complete the check will not be permitted to enter the hotel.

### PARKING

Valet parking is offered for your convenience. If you prefer to self-park, you may drop off your bags at the main entrance and a bellman will assist you. Self-parking is available in the adjacent parking garage on Hasell Street.

### CHECK-IN

Please check-in at the Front Desk. Physical distancing will be in effect, with signage displayed by the main entrances and in the lobby area.

## 03 ACCOMMODATIONS

### CLEANLINESS

As you would expect, we remain uncompromising in our approach to cleanliness. We have collaborated with leading health and hygiene authorities to ensure our guests, employees, and community are protected. Enhanced protocols have been implemented, which will be constantly reviewed to guarantee our even-higher standards are upheld.

### IN-ROOM CARE PACKAGE

In your room, you'll find a selection of products provided - hand sanitizer, hand lotion, and surface disinfectant - for use during your stay, and feel free to take them home with you.

### HOUSEKEEPING

All guest rooms will be serviced daily with the heightened awareness of cleaning and disinfecting to ensure your safety. Please let the Front Desk know at check-in if you would like to opt-out of daily housekeeping services.

## 04 WINING & DINING

### RESTAURANTS

Our restaurants and outdoor terraces have been spaced according to the latest state and city laws regarding physical distancing. You can browse our breakfast, lunch, and dinner menus on the Belmond app or your smartphone. Single-use printed menus are available on request.

Thoroughbred Club: Sun-Thu 11am-11pm; Fri-Sat 11am-12 midnight

Meeting at Market: Sun-Thu 12 noon-11pm; Fri-Sat 12 noon-12 midnight

Clocktower Terrace: Sun-Thu 12 noon-6pm; Fri-Sat 12 noon-Dusk (Weather permitting)

The Palmetto Cafe: Open daily 7am-11am (Breakfast); 12 noon-3pm (Lunch)

Phone: 843 722 4900 or extension 7951

Charleston Grill: Wed-Sun 6pm-9:30pm (Bar 5pm)

Phone: 843 577 4522 or extension 7133

Community Perk: Open daily 6am-1pm

### GUEST ROOM DINING

Our Guest Room Dining menu allows you to savor specialties in the comfort of your room. You can find menu items on the in-room menu or on the Belmond app from your smartphone. Breakfast may be ordered by calling or by selecting your items on the in-room menu and placed on your guest room door. Guest Room Dining available daily. Breakfast daily 6:30am-11:30am, Day Menu Sun-Thu 12 noon-10pm; Fri-Sat 12 noon-11pm. Phone: 843 722 4900 or extension 7128.

### PICNIC MENU

Go al fresco with our picnic menu available through Guest Room Dining, which offers a luscious array of fresh fruit, artisanal cheeses, local wines, crafted salads, gourmet sandwiches, and more. Spread out at one of Charleston's parks or head out to a local sea island for an outdoor dining adventure. Phone: 843 722 4900 or extension 7128.

## 05 WELLBEING

### SPA

Our serene spa beckons. Experience the next generations of wellness with a 100% natural facial or transform your body with a detoxifying massage. See The Spa Menu in the Belmond app for a comprehensive list of services. Open daily 8am-7pm. Phone 843 937 8522 or extension 8522. Advanced booking is required.

### SALON

Dedicated to providing world-class hair services, The Salon prides itself on creating something perfectly unique for each individual. Offering blowouts, cuts, coloring, and specialty treatments. Tue-Sat 10am-6pm. Phone 843 724 7200 or extension 7200. Advanced booking is required.

### PRIVATE TRAINING

Let a trainer put you through your paces in a private fitness session or indulge in our full array of outdoor activities such as historical runs and yoga to ensure your stay with us is truly memorable. Please visit the Concierge for our running map that highlights routes and points of interest along the way or contact The Spa for a private training session.

### FITNESS CENTER

The gym is available by appointment, and fitness equipment can be reserved. Please observe time limits provided. Open daily 6am-8pm. Visit or call The Spa for assistance. Phone 843 937 8522 or extension 8522. Advanced booking is required.

### POOL

The pool is available with appropriate physical distancing measures in place. We appreciate your cooperation with the guidelines. Open daily 6am-8pm. If you would like to reserve lounge chairs, visit or call The Spa for assistance. Phone 843 937 8522 or extension 8522. Advanced booking is required.

## 06 DISCOVER MORE

### WIFI

1) Open an internet browser. 2) Connect to the wireless network called "Charleston Place". 3) Enter the last name under which the room is reserved, the room number and your email address. 4) Agree to the terms. 5) Click the "Get Access" button. 6) From there, select Complimentary or High Speed.

### THE SHOPS

Discover a wide variety of chic boutiques and legendary labels on the Lobby Level, including the Boutique which has all of your sundries and local gift needs. Please inquire with individual stores on their safety guidelines and hours of operation. The Boutique is open Tues-Sat 10am-6pm.

### PUBLIC AREAS

The City of Charleston requires masks to be worn in public areas, including restaurants and retailers. Please inquire with private businesses directly about any additional guidelines.

### PARKS AND HISTORICAL SITES

Charleston's parks, beaches and historical sites are open, giving you ample opportunity to enjoy the great outdoors. For more information on our activities, please contact the Concierge. Phone 843 722 4900 or extension 8725.

## 07 FOND FAREWELL

### CHECK-OUT

Your statement will be delivered by 5am on your departure day. Any changes after 5am will be billed to the card on file. Simply drop off your key(s) with the Front Desk on your departure.