



**WELCOME TO  
YOUR SANCTUARY**

## 01 WELCOME TO YOUR SANCTUARY

We're delighted to have you at 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 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.

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 ext. 7000.



APPLE



ANDROID

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,



Robert Megargle  
Managing Director

## 02 PRE-ARRIVAL & ARRIVAL

### FACE MASKS

In accordance with the state of South Carolina and the City of Charleston, face coverings are not required. Please inquire with any individual business you may visit on their safety guidelines.

### 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, and we ask that you please be mindful of physical distancing.

## 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. 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. If you would like to opt-out of daily cleaning services, please leave your Do Not Disturb sign on the outside of your door.

## 04 WINING & DINING

### RESTAURANTS

Our restaurants and outdoor terraces have been spaced for physical distancing. You can browse our breakfast, lunch, and dinner menus on the Belmond app from your smartphone.

Thoroughbred Club: Open Sun-Thurs 11am-11pm; Fri-Sat 11am-12 midnight; food service daily 12 noon

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

Clocktower Terrace: Open Fri-Sun 12 noon-7:30pm

The Palmetto Cafe: Open daily 7am-11am (Breakfast); 12 noon-3pm (Lunch) | Phone: 843 722 4900 or ext. 7951

Charleston Grill: Wed-Sun 6pm-9:30pm (Bar 5pm) | Phone: 843 577 4522 or ext. 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 placing it on your guest room door. Breakfast daily 6am-11:30am, Day Menu Sun-Thu 12 noon-10pm; Fri-Sat 12 noon-11pm.

Phone: 843 722 4900 or ext. 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, wines, 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 ext. 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 ext. 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 ext. 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 fitness center is open daily from 6am-8pm with appropriate physical distancing measures in place. We appreciate your cooperation with the guidelines.

**POOL**  
The pool is open daily from 6am-8pm with appropriate physical distancing measures in place. In order to comply, we ask that you do not rearrange furniture. We appreciate your cooperation with the guidelines.

## 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.

**PARKS AND HISTORICAL SITES**  
Discover Charleston's parks, beaches and historical sites, which give you ample opportunity to enjoy the great outdoors. For more information on our activities, please contact the Concierge. Phone 843 722 4900 or ext. 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 upon your departure.