

Dear Guest,

In anticipation of your forthcoming stay with us in Charleston, we are writing to thank you for choosing to travel with us. On behalf of the team at Belmond Charleston Place we look forward to welcoming you. We also want to inform you about the steps we have been taking to prepare for our reopening and ensure that you have all the information you need before you begin your travel.

We recognize that many things may have changed as a result of the COVID-19 outbreak, but our commitment to provide every guest, partner and employee with the highest standard of service and care remains unaltered. Your safety, wellbeing and comfort will always be central to everything we do.

True to the pioneering spirit of our brand, our aim now is to reach new levels of excellence – both in health and hygiene, and in those areas that underpin our exceptional service offering.

Firstly, we would like to assure you that, as would be expected, we will remain uncompromising in our approach to cleanliness. This means the implementation of enhanced protocols, and rigorous reviews to ensure our even-higher standards are achieved and upheld. We will work continuously with our dedicated in-house experts and in close collaboration with leading health and hygiene authorities. On every level, we will continue to protect the many communities we serve.

Below is an overview of some of the comprehensive steps we are taking and what you should expect when you come to stay.

- **Dedicated In-house Expertise** – Belmond Charleston Place underwent a deep clean by our highly-trained employees prior to reopening, following our established pre-opening procedures, and further specific measures designed to protect against COVID-19 were carried out. Ahead of reopening our extremely robust cleaning standards have been further reinforced to protect against COVID-19. Additional antibacterial disinfectant products that are proven to effectively kill COVID-19 have been supplied to our properties and are regularly used throughout the day. These enhanced protocols will continue to be overseen and regularly reviewed by our dedicated on-site safety management team.

These measures are also in addition to our comprehensive hygiene and cleanliness protocols which already mandate good hand hygiene, the supplying of handwashing facilities, as well as alcohol-based hand sanitizers, and strict guidance on regular hand-washing throughout the day.

- **Enhanced Protocols** - All our employees are well-trained to identify the symptoms of COVID-19, and have been instructed not to come to work if they are feeling unwell or had contact with anyone who is suspected or confirmed as having contracted this virus.

As an added precaution, employees will be temperature screened before starting work. If an employee is displaying any symptoms relating to the virus, they will be sent home.

- **Safe and Seamless Service** – We will continue to explore and make use of digital technology so that we can provide a seamless service whilst respecting social distancing requirements at all times. For example, guests who have booked with us direct will be able to complete the pre-check-in process online prior to arrival which will greatly reduce the check-in time on arrival. Restaurant and bar menus will be written on chalkboards or printed on single-use and recyclable material, and housekeeping staff will not enter rooms whilst guests are present. As far as possible, we will automate these fundamental processes so that our associates can focus on delivering Belmond's hallmark warm and personal service.
- **Partnering with Industry Leaders** - We will continue to work closely with the relevant health bodies and are partnering with a third-party specialist to develop these standards and have them regularly audited so that our guests can trust that we are meeting these at the highest possible level.

Secondly, we want to provide you with relevant information about your upcoming stay so that you can plan accordingly prior to arrival.

Before you travel

If you or anyone in your travel party or members of your households, are displaying any COVID-19 symptoms at any time within 14 days ahead of travel, or have been required to quarantine during the same time frame, please contact Central Reservations via info.cph@belmond.com or 888-635-2350 to discuss your options as we will unfortunately be unable to accommodate you. Our team is on-hand to support you with making alternative arrangements at no additional charge.

Please be aware that current regulations issued by The City of Charleston require that all persons wear a mask or face covering in public areas such as restaurants, retailers, parks and including Belmond Charleston Place. In light of these regulations, and for the comfort and safety of all, we would strongly encourage all guests to bring their own mask or face covering with them to use throughout their stay.

Prior to your travel, we would advise our valued guests to carefully review the terms of their travel insurance policy and ensure that you and your party have suitable medical travel insurance in place to cover the duration of your stay.

On arrival

Upon arrival and periodically throughout your stay, we will be asking all guests to undergo a contactless temperature check. **Please be aware that we are unable to accommodate guests who do not complete this check.** If this contactless temperature screen reveals a fever above the threshold listed by local health authorities as a possible symptom of COVID-19, or if a guest or member of their household has had within the previous 14 days any other symptoms consistent with COVID-19, we will unfortunately be unable to provide overnight accommodation. However, these guests and those in their party will be cared for in a separate designated room, by a dedicated team who will ensure suitable onward care is arranged.

During your stay

Whilst adhering to the new guidelines on cleanliness and social-distancing, we pledge that our guests will once again feel welcomed into warm and comfortable environments, able to enjoy extraordinary travel experiences and award-winning dining at its finest. Here at Belmond Charleston Place you will be able to enjoy our magnificent historical city and we hope that you will make the most of our restaurants, spa, rooftop pool, and shopping.

As our highly-valued guest, we want to take this opportunity to thank you for your ongoing support and cooperation with these measures at this time.

The Belmond experience has long-been defined by incomparable service, timeless retreats rich with culture, natural wonder and genuine care. We believe our future lies in our heritage. And that, within our walls, our guests will once again experience moments of magic, among those who matter most.

Please do not hesitate to contact us should you have any questions or require any further information prior to travel. Our team would be delighted to assist you.

We look forward to hosting you at Belmond Charleston Place very soon.

Kind regards,

Belmond Charleston Place