



## COVID – 19 Update

The Historic Francis Marion Hotel has taken proactive steps to ensure the safety and health of our guests and staff members. These measures include increased cleaning of high touch areas throughout the hotel, constant sanitation of public areas, limits on the number of guests in particular areas, and the health screening of our staff. Each department has dedicated a significant amount of time and care into policies and procedures to align with guidelines from local authorities, DHEC and the SCLRA. We are confident in our plan and are excited to welcome you.

We ask that you make yourself aware of these items while staying at the Francis Marion Hotel:

- Sanitation stations are placed strategically throughout the hotel.
- Please follow social distancing guidelines & respect the space of other guests and staff members.
- Masks and gloves are suggested and are available for guests to wear. Masks and gloves will be worn by all team members.
- Frequent disinfection of all high-touch areas such as door handles, elevator buttons, and handrails.
- Elevator use is limited to one person at a time with the exception of families.
- No valet service, however luggage assistance is available at hotel entrance
- Separate Check-in lines with Plexiglass shields.
- Housekeeping will not enter your room during your stay unless Stay Over service is requested.
- Extra towels, irons, hairdryers & toiletries are available by calling the Front Desk.
- Single use, disposable cups are offered in place of glassware. Sanitizer wipes are available in your guest room.
- Rooms will be left vacant for 24 hours after a guest checks out in order for deep cleaning to be properly completed.
- Enhanced cleaning and disinfecting procedures based on CDC and Ecolab Guidelines
- Please register for Fitness Center usage. Center is limited to 3 guests at a time & will be periodically closed throughout the day for deep cleaning.
- Reduced seating in Swamp Fox Restaurant and Bar and Banquet meeting space
- Individual wrapped condiments, plate covers and only a la carte service
- Single use Restaurant, Lounge and In-Room Dining Menus
- Limited restaurant hours and days for cleaning purposes
- Following strict DHEC and ServSafe food preparation standards
- Spa Adagio is by appointment only.
- Hotel associates have received thorough training & reminders are posted throughout the hotel on proper procedures, sanitation and hand washing.
- Temperature check of all associates who come to work

- Our Guest Directory, which has been removed from the room can be found on our website & on your Welcome Email.

**Thank you again for choosing to visit the Francis Marion Hotel. If you have any questions or need any help during your stay, please do not hesitate to ask any of our staff members who will be happy to assist. We are all very excited to welcome you to the heart of historic Charleston & we hope you enjoy your stay. Please Dial '0' on your guest room phone to reach the Front Desk for assistance.**