



Holiday Inn & Suites Charleston West | Fairfield by Marriott Charleston | Hampton Inn Charleston Southridge

Welcome, and thank you for choosing to stay with us!

We've implemented some additional precautions at our Charleston hotels to protect you from the spread of Covid-19, and to provide you with a safe, clean, and comfortable stay.

- Team members are masked and gloved for the protection of our guests and team members.
- Team member temperatures are taken at the start of each shift to confirm that they are well.
- Entire team is practicing social distancing between guests and each other.
- Door handles, elevator buttons, and touchable surfaces are sanitized frequently throughout the day.
- Frequent hand washing and hand sanitizing is being practiced by our team and provided to all of our guests.
- Computer keyboards and accompanying mouse/mouse pads are cleaned frequently in the Business Center.
- Plexiglass barriers have been installed at the front desks to protect guests and employees.
- Guest room keys are sanitized to protect guests at check-in.
- Daily garbage pick-up and towel replacement is being offered. Housekeeping is cleaning rooms upon check-out.
- Snacks, microwaveable meals, soft drinks, are available at all three hotels, with limited prepackaged adult beverages available for purchase at the Market in the Holiday Inn & Suites Charleston West.
- "Grab & Go" Breakfasts are being provided to eliminate opportunities for contamination on surfaces, utensils, and through close contact in breakfast area.
- Complimentary coffee is still available in the lobby for overnight guests, but a front desk agent will serve it for you to minimize contact with the coffee dispenser and to-go cups.
- Nearby restaurants continue to provide curbside, take-out, and delivery to the hotel. The front desk is happy to provide these lists for guests.
- Hotels continues to follow CDC guidelines and West Virginia State Government Orders regarding Covid-19, which has included the closing of indoor pools, fitness centers, restaurants and breakfast areas.

**Your safety and continued good health, as well as the well-being of our team members is our primary concern.**