

# *The Dewberry*

## **FLEXIBLE CANCELLATION POLICY:**

We have modified our cancellation policy to provide guests with increased flexibility when travel planning. Guests may now cancel their reservations up to 24 hours in advance of arrival through March 31, 2021 and receive a fully refunded deposit.

## **CLEANLINESS & SANITATION:**

The hotel continues to monitor guidance from the Centers for Disease Control and Prevention (CDC) and are following all health and safety guidelines provided by the South Carolina Department of Health and Environmental Control (SCDHEC).

- A limited number of room reservations will be accepted and whenever possible rooms will remain unoccupied for 24 hours between guests to allow for thorough sanitization and cleaning.
- The hotel's already rigorous cleaning regimens and protocols have been increased. Enhanced cleaning, sanitization and disinfection practices have been put in place throughout the property. These new protocols extend to all areas including: dining outlets, the spa, guest rooms and back of house spaces for employees as well as frequent "high touch" points throughout the hotel.
- Within our food & beverage outlets, we have implemented new precautionary measures in all aspects of food and drink preparation, set-up, and service. This includes frequent disinfection of all kitchen surfaces as well as all employees wearing masks and gloves while preparing, plating, serving and clearing dishes. All dining tables, chairs and common furniture will be disinfected after each guest use.
- Spa services will be conducted while wearing masks. There is increased time between appointments to allow for in-depth sanitizing of treatment rooms.

## **HEALTH & HYGIENE:**

- Employee temperature check are administered daily. Anyone with a fever, showing signs of illness, or exhibiting virus symptoms will be advised to see a medical professional immediately.
- Guests of The Spa will have their temperature taken at time of check-in prior to appointment and are only permitted to bring small personal belongings to The Spa to stow in locker.
- Hand sanitizer is readily available throughout the property, both front and back of house and personal hand sanitizer will be placed in each guestroom for guests' use.
- Face coverings are required for all employees and guests within the hotel. Our entire team is trained on the importance of wearing masks, and gloves where applicable, and will be taking precautions to provide a safe environment for our guests. If you do not have a mask, we are more than happy to provide you with one.
- Procedures for physical distancing have been put in place throughout the hotel for both guests and employees. We ask that guests remain physically distant from one another and groups while on property. Employees will practice physical distancing by standing at least six feet away from guests when possible.

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## GUEST SERVICES & AMENITIES:

- All room service orders, and guest requests are delivered to the door. To minimize contact, employees will knock to notify guests of order delivery.
- In room dining menus are now available on our website. Disposable menus will also be placed in every room.
- Housekeeping will follow enhanced practices for cleaning and disinfecting surfaces.
- Daily housekeeping service will be coordinated pre-arrival. Guests will have the choice of daily room servicing or opt out of room servicing for their stay.
- Occupancy will be limited in each dining outlet to allow for physical distancing between guests and tables will be appropriately spaced within dining outlets.
- Self-Park is now available should you not feel comfortable with the valet.

## HOURS OF OPERATION BY OUTLET:

### Citrus Club

- Open Wednesday from 5 PM until 10 PM.
- Open Thursday – Sunday from 3 PM until 10 PM.
- Only accepting party sizes of 8 guests or fewer.
- Full menu offering.

### The Living Room

- Breakfast: Thursday & Monday from 7 AM – 12 PM.
- Brunch: Friday – Sunday from 7 AM – 3 PM.
- Dinner & Cocktails: Thursday – Saturday from 5 PM – 11 PM.
- Full menu offering, now including Breakfast, Lunch and Dinner.
- Only accepting party sizes of 8 guests or fewer.

### Room Service/In-Room Dining

- Monday from 7 AM – 12 PM.
- Wednesday from 4 PM – 11 PM.
- Thursday from 7 AM – 11 PM.
- Friday & Saturday from 7 AM – 12 AM.
- Sunday from 7 AM – 12 PM; 3 PM – 11 PM.

### The Spa

- Open Thursday – Sunday from 9 AM – 5 PM.
- Full menu of services available

Henrietta's will remain closed.