



OUR COMMITMENT TO SAFETY & WELL-BEING

*We are so pleased to welcome you back to The Carlyle, A Rosewood Hotel.
As always, our number one priority is the safety and well-being of our guests, residents and associates.
Please review the below regarding some changes you will notice during your visit.*

ARRIVALS AND DEPARTURES

Temperature screenings are required for all guests checking-in to the hotel, as well as visitors.

A face covering or mask is required when entering the hotel and while in all public areas.

Guest luggage will be sanitized upon arrival and departure, upon request.

Contactless check-in is available, including contactless payment methods.

Express check-out is available through your in-room television. Additionally, we will email your guest bill for review prior to departure so it is not necessary to visit the front desk upon check-out.

CONCIERGE

Kindly limit one guest at the Concierge desk area during any one time.

We encourage you to email or call with requests: carlyle.concierge@rosewoodhotels.com or 212. 570.7142.

GUEST ROOMS

In-room care kits containing masks and hand sanitizer are available in all guest rooms.

Magazines and other non-essential printed materials have been removed from all guest rooms.

Food and non-alcoholic items from the Private Bar are offered complimentary during your stay. The menu is available by scanning the QR code.

HOUSEKEEPING

Housekeeping staff are using newly introduced sanitation equipment and following rigorous procedures for increased cleanliness standards in all guest rooms.

The guest rooms are rotated to allow for more deep cleaning between guest visits, as availability permits.

We wish to provide the highest level of service and attention; however, we understand if you prefer to limit housekeeping staff from entering your room. To accommodate personal preferences, we are offering three options: *Standard Twice Daily Service, Once Daily Service or Service Upon Request Only.*

DINING OUTLETS

One-time use menus are provided. Alternatively, a QR code is available to view menus from your smart phone.

To ensure a safe and comfortable dining experience, each space has reduced capacity to adhere to state and city guidelines, along with reconfigured table layouts in order to adhere to social distancing.

We will provide a discreet bag to store your own Protective Personal Equipment (PPE) while seated so it will be safely protected during your visit. Please also note all guests are required to wear PPE when moving throughout the public space and visiting the restrooms.

The team is utilizing newly introduced sanitation equipment and following procedures for increased safety.

We have increased our ventilation procedures in all outlets.

Frequent disinfection & sanitation of all high touch point areas, as well as kitchen areas.

Contactless credit card payment is available and preferred.

SPA & SALON

All staff at The Yves Durif Salon and Sisley-Paris Spa are equipped with masks and visors.

Clients are also asked to wear masks while visiting the Salon & Spa.

Attention to cleaning and sanitizing has been heightened to exceed all guidelines.

The number of clients and station areas in the Salon is significantly reduced.

FITNESS CENTER

The Fitness Center is accessible by appointment only to allow for deep cleaning between guest visits.

To ensure a safe and comfortable experience, the Fitness Center has reduced capacity to adhere to state and city guidelines, along with reconfigured equipment layouts in order to adhere to social distancing.

GENERAL HOTEL PRACTICES

Hand sanitizer is available at multiple points throughout the public areas for guest use.

Social distancing measures are in place to reduce contact between associates.

Partitions have been set-up to limit face-to-face interactions when possible.

Frequent disinfection is occurring in high touch point areas, including restrooms and elevators.

Overnight deep cleaning of all public space is occurring and following new sanitation procedures.

Protective Personal Equipment (PPE) is supplied for all associates for use on property and for commuting.

Temperature screenings for all associates and partners is required before entering the hotel.

Increased training and emphasis on personal hygiene is mandatory for all associates.

*Should you have any further questions, please contact the
Front Desk team at 212.744.1600 or email us at thecarlyle@rosewoodhotels.com.*

We look forward to welcoming you to The Carlyle.

