



AUTOGRAPH COLLECTION®  
HOTELS

Dear Guest,

It is with great pleasure that we welcome you to The Brown Palace Hotel and Spa. Our wish is that your stay be memorable, and that all of your expectations be exceeded.

During the current state of events, we are operating with new procedures to ensure the safety of our guests. We assure you, your safety and protection are our top priority. With that, we have modified some traditional services in order to provide the safest experience possible.

- Hotel Associates will not enter your guest room while you are occupying it. This will ensure the cleaned and sanitized environment provided upon arrival, will remain intact during your stay.
- Housekeeping will only be providing cleaning service for our guest rooms upon your departure. If you need anything replaced (towels, amenities, etc), please touch 0 and someone will deliver it and drop it outside your guest room door.
- We ask that all our guests wear a mask while moving about the hotel. While dining at one of our restaurants the mask may be removed.
- If you happen to feel under the weather while you are with us, please let us know.
- In order to prevent the spread of germs, the following items have been removed from all guest rooms and floors.
  - o Coffee Maker
  - o Iron and Ironing Board
  - o Magazines
  - o Hotel Information Book
  - o Ice Machine on Guest Floor (please call front desk for ice)

While you are with us, the following Food and Beverage Services will be available:

- **Brown Palace Coffee and Tea**, located at the hotel's entrance, open at 6:30am – 1pm daily. Offering a variety of food and beverage options to go.
- **Breakfast** will be served in the Lobby from 6:30 am – 10:30 am daily.
- **Ship Tavern** will be open from 11 am – 10 pm daily, serving Lunch and Dinner favorites. To Go service available as well for dining in your guest room.
- **Afternoon Tea** will be served in the Lobby from Noon to 4:30 pm Tuesday – Sunday.

The Brown Palace Spa located in the lobby is also accepting appointments and offering a variety of services.

As our valued guest, your comfort is of paramount importance. If you have any concerns, or if there is anything we can do to assist you, please do not hesitate to contact the Front Desk.

Sincerely,

The Brown Palace Hotel and Spa