

# THE JOSEPH

## YOUR WELLBEING IS OUR PRIORITY.

We look forward to welcoming you to The Joseph, a Luxury Collection Hotel, Nashville. The wellbeing of our valued guests and associates is our leading priority. As you prepare for your visit, please review the following details outlining our ongoing efforts and commitment to health safety, as well as what to expect upon arrival and for the duration of your stay.

## SHARECARE HEALTH SECURITY VERIFIED® WITH FORBES TRAVEL GUIDE

Our hotel is also among the first in the world to achieve health security verification from [Sharecare](#) and [Forbes Travel Guide](#), a comprehensive, third party facility verification that allows guests and travel planners to book with confidence at properties that have appropriate health safety procedures in place.

## GENERAL HEALTH AND SAFETY MEASURES

The Joseph Nashville is steadfast in enforcing rigorous health and safety protocols as recommended by the CDC and the Metro Nashville Public Health Department, and in accordance with Marriott International's extensive [Commitment to Cleanliness](#).

Onsite measures include, but are not limited to:

- Increased sanitation measures throughout the hotel with commercial-grade, viral remediation products.
- More than 30 sanitizer stations conveniently located throughout the property.
- Limited passenger counts on our elevators, with corresponding signage.
- Daily health screenings and temperature checks for our team of associates.
- Proactive contact tracing for any associate that reports feeling unwell.

## MASK USAGE AND TEMPERATURE CHECKS

- Face coverings are required at all times for our associates, as well as for guests while in public spaces.
- Complimentary masks are available should they be needed.
- Temperature checks are administered to all guests checking in to the hotel, dining, and visiting the spa.

## ARRIVALS, DEPARTURES, AND VALET

- The Joseph Nashville currently offers flexible arrival times to allow for individualized check-in.
- Our check-in procedures have been expedited to minimize length of person-to-person contact. Small trays are utilized to exchange payment, room keys, and other check-in items.
- Check-out may be conveniently handled from our in-room iPads or television system, with the option to have your folio emailed directly.
- Our Valet team will sanitize your vehicle prior to its return at each use.

## GUEST ROOMS

- All guest rooms at The Joseph Nashville are deeply cleaned and sanitized after each visit.
- For your convenience, your guest room will include a travel size bottle of hand sanitizer and disinfectant wipes.
- With enhanced safeguards in place, refreshment centers are not currently stocked in guest rooms. Should you wish to purchase snacks and beverages, please contact the front desk and we will be delighted to present a selection. Our associate will knock upon arrival and safely leave the packaged items outside of your guest room door. Thank you for your understanding.
- In-room dining procedures currently take new form. Upon receipt of your order – which can be conveniently placed via the in-room iPad – our team will expertly prepare and package the selected items in disposable containers. Once ready for delivery, our associate will knock upon arrival and safely leave the items outside of your guest room door.
- Please note that only glass bottled beverages are available for in-room dining at this time.
- A range of housekeeping options are available to you including daily service, limited frequency, or minimal interaction with a daily “drop” option.

## DINING

- All guests will have their temperatures checked upon arrival with a no-contact thermometer. Guests with a reading over 100.4 will be unable to dine with us.
- Tables are spaced with at least 6-feet of social distancing in our public and dining spaces.
- As our dining spaces at Yolan and Denim have been configured to ensure safe social distancing, seatings are limited. We ask that all guests arrive on time so we may seat parties promptly and allow adequate time to prepare for the next seating. Kindly notify us in advance of any changes to an existing reservation.
- Maximum party size at a single table follows orders by the city of Nashville. Please contact us to learn more about the current size limitation.
- Single-use menus are available, as well as via QR code, allowing guests to easily scan and view from a mobile device.
- Please be prepared to pay by credit, debit, or gift card.
- While masks are not required when seated at your table, we kindly ask that all guests replace their masks when the table is approached by a server, sommelier, or food runner.
- Seating areas and surfaces are thoroughly sanitized between each visit, and back-of house spaces are routinely cleaned throughout every shift.

## ROSE AND FITNESS CENTER

- Each treatment room and station at Rose, our spa and salon, is deeply cleaned and sanitized after each use.
- Current municipality orders prohibit use of our changing rooms, steam/sauna facilities, and relaxation areas. Please plan to arrive approximately 10 minutes prior to your service for check-in, and you will be guided directly to your treatment room.
- The Joseph’s Fitness Center is routinely monitored by our team, and every 30 minutes all surfaces, machines, and exercise equipment are sanitized with commercial-grade cleaning products and supplies.

For additional information or if there is anything we can do to enhance your visit, please contact our Guest Services team at 615.248.1990 or via email at [info@thejosephnashville.com](mailto:info@thejosephnashville.com).

Procedures are subject to change based on guidance from the CDC and the Metro Nashville Public Health Department.