

R

RENAISSANCE®

BIRMINGHAM ROSS BRIDGE
GOLF RESORT & SPA

To Our Distinguished Guests,

On behalf of all our associates at the Renaissance Ross Bridge Golf Resort & Spa, we are honored you have chosen to stay with us. I would like to share our property offerings and the additional measures we are taking to provide you with a safe and secure experience.

COMMITMENT TO CLEAN

- We take hygiene and cleanliness standards very seriously. You'll notice several enhancements to our cleaning practices throughout the entire hotel which include:
- Masks: a face covering is required in all indoor public areas.
- Enhanced Public Space Cleaning: We have increased the frequency of cleaning and disinfection, especially in high-traffic areas like restrooms, elevators, etc. Further we will provide hand sanitizing stations within the public spaces.
- Social Distancing Practices: You will see signage and shields throughout the hotel promoting physical distancing and encouraging guests to follow social distancing recommendation.
- Guest Rooms. For your comfort and safety, we have minimized our staff entering the guestrooms for the duration of your stay. Our Housekeeping team will not provide daily stayover service unless requested by the guest. To keep your room as comfortable as possible, please feel free to place your trash bins and dirty towels outside your room to be picked up the following day. If you need any items replenished, please dial 0 and we will be more than happy to deliver the requested items. Our Engineering team will be available resolve any maintenance issue that may arise, however repairs will be made when you are not present in the room.

PROPERTY AMENITIES

We are committed to making the amenities at our property available to you while complying with local regulations and reinforcing social distancing.

- In-Room-Dining - Available every day from 6:30am to 10pm.
- Outlet Information – Dine-in or To-go orders
Brock's (breakfast only): 6:30am – 11am daily (Monday-Friday a la carte menu. Buffet on Saturday-Sunday)
JT's Bar and Lounge: 4pm – 11pm (2nd Level)
Clubhouse Grille: 6:30am – 10 pm. (G Level)
- Resort Amenities – Indoor Pool, Outdoor Pool, Fitness Center, and Spa (B Level)
Pools: Hours of operation are 7am-10pm daily for indoor or outdoor. The hot tubs are closed in accordance to the state mandate.
Fitness Center: assessable all day with usage of room key.
Spa (appointments only): Hours of operation are 9am-8pm 7 days/week
Complimentary Bikes available at the front drive
Tennis Court (rackets and tennis balls available at the front desk)
Robert Trent Jones Golf (visit Pro Shop on G Level)

Thank you for visiting the Renaissance Ross Bridge Golf Resort & Spa. We greatly appreciate your assistance in promoting a healthy and safe environment for everyone.

Sincerely,



Rick Smith
General Manager