

Welcome

MERCURE
HOTEL
CHARLESTOWN

Dear Guest,

Welcome to Mercure Charlestown — and thank you for choosing to stay with us.

This hotel is our home, and has been since we took over in 2015. From day one, our focus has been simple: to create a place where every guest feels genuinely welcomed, well looked after and completely at ease. That hasn't changed, and it never will.

Mercure Charlestown is proudly owner operated, which means the care and attention you experience here comes from the heart — not a head office. Our team are more than staff; they're part of the Mercure Charlestown family, and they share our deep commitment to making your stay something worth remembering.

Our Promise to You

A clean, comfortable and welcoming space. High standards of cleanliness and presentation are something we take genuine pride in — every room, every common area, every day. Backed by Accor's industry leading hygiene standards, you can rest easy knowing your comfort and wellbeing are always our priority.

A team that genuinely cares. Our staff are continuously trained, supported and encouraged to go above and beyond — because we believe that exceptional hospitality isn't just about the facilities, it's about the people. If there's anything you need during your stay, please don't hesitate to ask.

Food you can trust. Our kitchen team at Madison Kitchen & Bar takes enormous pride in the quality, safety and care that goes into every dish — from your morning buffet breakfast to your evening meal. Your in-room tea and coffee amenities are complimentary, and you will see the mini bar pricing in your room — we simply ask that you only touch what you intend to enjoy.

A note from us

We are immensely proud of this little hotel and the community it has become part of. Whether you're here for one night or one week, for business or pleasure, we want your time at Mercure Charlestown to feel easy, enjoyable and genuinely special.

If there's anything at all we can do to make your stay more comfortable, our team is here for you — **dial 9** from your room phone or pop down to reception any time.

We hope to see you again soon.

With warm regards,
Grant & Amanda Vickery
Managing Owners, Mercure Charlestown

Together with,
Jessica Sorraghan
Hotel Manager