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## **Robots Have Landed in Charleston, South Carolina**

*The Beach Club at Charleston Harbor Resort & Marina is the First Resort in South Carolina to Employ New Relay+ Robot to Enhance the Guest Experience*

**CHARLESTON, South Carolina** (June 2022) – [The Beach Club at Charleston Harbor Resort & Marina](#) is the first property in South Carolina to employ [Relay Robotic](#)'s Relay+ model. The first robot was deployed in June at The Beach Club and will soon be joined by another Relay robot assigned to its sister property, Harborside.

The petite, three foot tall robots will surely provide a surprise-and-delight moment for guests, mingling in common areas and serving as a great interactive moment for kids. Forgotten sundries, bottled water, and other necessities can be delivered straight to the guests' room from the robot, who rings the doorbell and opens a holding chamber for guests to reach in and retrieve their items. The Relay+ robots feature one large compartment to carry guest essentials, and they will be able to both call and operate elevators autonomously. The new robots only need to be trained once to move around the property thanks to Relay's obstacle-avoidant and self-recharging technology.

“We are proud to step out of the box and into the future with this new technology,” said Oliver Rooskens, Managing Director of The Beach Club at Charleston Harbor Resort & Marina. “Embracing a new way of working in hospitality allows our team to focus even more on providing personalized service. We have enjoyed watching guests

and their families interacting with the robots and are looking forward to seeing the positive impact they have on our guest experience.”

“We're excited to work with Oliver and his team at The Beach Club to provide guests an unforgettable experience interacting with these lovable robots," said Michael O'Donnell, Chairman & CEO of Relay Robotics, Inc.

With travel demand at its highest since the pandemic, Relay Robots allow staff to focus on high-value tasks, ultimately improving the guest experience. The touch-free experience also adds a layer of comfort for those emerging for vacation for the first time since COVID-19.

The property will be crowdsourcing names and a uniform via their social media channels to make the robots part of the team. Follow along [HERE](#).

#### ABOUT CHARLESTON HARBOR RESORT & MARINA

Located in Condé Nast Traveler's #1 city in the US, Charleston Harbor Resort & Marina is a world-class destination offering elegant accommodations, an expansive list of amenities and activities, and a prime waterfront location. The Resort includes Harborside, A Waterfront Retreat and The Beach Club, which was named one of Fodor's Best New Hotels in the World in 2016, has been recognized as the #1 Resort in South Carolina and the #2 Resort in the South in the *Condé Nast Traveler* Readers' Choice Awards and has been named #3 in The Top 10 South Carolina Resort Hotels in the World's Best Awards by *Travel + Leisure*.

#### ABOUT RELAY ROBOTICS

Relay Robotics, Inc. is a leading supplier of simple, sophisticated, autonomous service robots that work with humans safely, securely, reliably, and contact-free. Relay Robotics and its affiliates have been technology leaders in robotics since 2013 and hold 10 U.S. patents. Relay's robots supplement staff across hospitality, healthcare, and commercial real estate settings. They have completed more than 1,000,000 deliveries worldwide. For more information about Relay Robotics, Inc., visit [www.relayrobotics.com](http://www.relayrobotics.com).