



17 MAY 2021

To our Inns of the Corps Patrons,

Truly nothing is more important than the health and well-being of our amazing team of employees and our loyal patrons. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures to make our cleaning and hygiene protocols even more rigorous:

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols
- We have increased the frequency of cleaning public areas (including lobbies, elevators, door handles, public bathrooms, etc.)
- We have increased the deployment of antibacterial hand sanitizers

We have a huge responsibility to protect our community and as the status of COVID-19 continues to evolve, we've made the decision to implement the following until further notice.

Continental Breakfast: Our continental breakfast will temporarily be replaced with the following: two different options of grab and go breakfast box Monday – Friday and a hot breakfast plate on weekends and holidays during normal operating hours. Indoor dining with limited capacity and outdoor patio spaces are available for your enjoyment.

Housekeeping Services: Our properties will not offer stayover services for patrons staying less than seven (7) days. Patrons with reservations eight (8) days or longer will receive a stayover clean every seventh day. Should you require additional items such as towels, linens, soap, tissues, etc. please contact the Front Desk from the hours of 0600-1300 to obtain items needed.

Existing Reservations: We remain committed to offering World Class Customer Service. Given the unique circumstances we will continue to waive the 48-hour cancellation fee for all cancellations due to COVID-19 related reasons.

Express Check-Out: For additional safety measures, we are encouraging patrons to utilize our Express Check-Out. You may vacate the room by leaving the keys inside the room and calling the front desk to notify of your departure. A copy of your receipt will be emailed to the address on file. **Check-out is 1100.**

Guest Rooms: We have elevated our rigorous protocols to thoroughly clean all surfaces with the proper disinfectants. To ensure that each room is properly sanitized, **effective 17 August 2020, our check-in time will be adjusted to 1600.**

Common Spaces: The Inns of the Corps facilities have re-opened the playground and fitness center for locations with these amenities. The playground will be available from 0800-1800 and the fitness center will available from the hours of 0500-2000. Please see the Patron Acknowledgement Form: COVID-19 for additional policies for these amenities.

We appreciate your understanding and cooperation during this time.

Very Respectfully,
The Management Team