

MAY 2020

For more than 45 years, Drury Hotels has focused on providing clean rooms and friendly service. This is even more important today as we adjust to living with COVID-19. Enhancements are being made throughout our hotels to help ensure a clean, safe stay, so you can Travel Happy Again.

As a family-owned company, we pledge to provide the utmost care for you, while offering great value and consistency. Thank you for your trust and loyalty.

ARRIVAL

CHECK-IN

We have re-designed our check-in process to reduce contact by implementing transparent shields, removing the need for signatures and encouraging electronic payment.

SOCIAL DISTANCING

Signs and visual cues are being installed throughout our hotels to allow six feet between you and others, as recommended by the CDC. We also ask you to travel only with your immediate party on elevators. If you would rather take the stairs, our stairwells are well-marked and easy to find.

CLEAN COMMON AREAS

When you stay with us, it is likely you will see our team at work, using a detailed checklist to ensure all high-touch areas — including handles, luggage carts, elevator buttons and more — are disinfected frequently throughout the day in alignment with CDC guidance.

AMENITIES

BREAKFAST & 5:30 KICKBACK®

Offering a free hot breakfast and 5:30 Kickback is what you know us for, and that hasn't changed. However, for now, we are serving these in a grab & go format.

FITNESS CENTERS, BUSINESS CENTERS, POOLS & SPAS

We want you to enjoy these spaces again soon, and when safe to do so, you can take comfort in knowing our team uses a detailed checklist to disinfect all high-touch areas — handles, tables, chairs, and more — throughout the day and in alignment with CDC guidance.

GUESTROOM

We want you to feel safe from check-in to check-out, and everywhere in between. We are using products approved by the CDC and EPA, and our housekeeping team has received additional cleanliness training focused on disinfection of high-touch areas in your room.

Specifically in each guestroom our team will:

- Disinfect high-touch areas throughout room. This includes all door handles & locks, light switches, telephone, remote control, faucet, alarm clock, tops of the furniture, and other items you may use such as the ice bucket and lid, hairdryer, hangers and iron.
- Launder using CDC approved settings, including the use of chlorine bleach.
- Change shower curtains between guests.
- Remove all marketing materials, pen & paper from guestrooms and non-disposable items from the guestroom between each guest.

TEAM

HEALTH & WELLNESS

Drury team members are screened on a daily basis to ensure they are symptom-free. We enforce proper hand hygiene and are also providing our team with gloves and masks to protect themselves and you.

SOCIAL DISTANCING

We encourage our team to practice social distancing, too. This helps them to keep one another healthy, safe and ready to serve you.

- OUR COMMITMENT TO YOU -

Our team of leaders will continually evaluate processes and implement timely changes to comply with CDC cleaning and disinfecting guidelines. We closely monitor how to safely offer our amenities such as our food and beverage services, fitness centers and pools/spas per state and local guidelines.

We recognize you travel for many reasons, and we will continue to be ready to serve you in our more than 150 locations.