



Welcome to the Durham Marriott City Center!

Dear AENC Attendees,

It is wonderful to welcome you back to Downtown Durham as the world can explore once again! As we recover together, we want to assure you of a safe and comfortable experience with us at the Durham Marriott.

Below are our Well-Being Guidelines to observe during your upcoming stay:

General Property Information

- The property has been deep cleaned and sanitized before our re-opening. We are maintaining a daily sanitizing routine throughout all public and private areas of the hotel to ensure our guests and associates are well protected.
- Numerous hand sanitizer stations are throughout the hotel for your use. We highly recommend the use of these sanitizer stations and to wash your hands regularly.
- The health and safety of our team is very important while serving you. You will see our team members wearing face masks and colorful wrist bands signifying that daily health checks have been conducted.
- We ask that you please keep in mind the social distancing efforts of 6-feet of space while in any of our property's public areas including dining areas, restrooms, elevators, lobby, laundry room, and fitness center.
- We will be following all State and Federal Regulations to ensure that you have a safe and memorable visit with us.

Arrival and Departure:

- Arrivals will be conducted to allow for social distancing and an individualized check-in experience. Check-in will be expedited to accommodate minimal contact and our Guest Service team is available 24 hours a day for any requests, questions, or concerns that you may have.
- We encourage you to use the Marriott App for mobile check-in which will provide you with keyless entry to your room throughout your stay.
- We ask you to adhere to the signs located on the floors upon arrival to ensure proper social distancing.
- Valet Parking has currently been suspended for your safety.
- Luggage assistance is available and we can assist you by dialing guest services.

Your guestroom:

- Specialized sanitation protocols are conducted in each room prior to your arrival to ensure your safety and comfort during your stay with us.
- During your stay, we will be providing housekeeping service every fifth day. If you prefer, to not have our team enter your room, or have any special requests, do not hesitate to notify us.

Dining:

- At this time our Restaurant is closed.
- We do have a list available for local restaurants as well as some fresh grab and go items in our lobby Market.

Amenities:

- Our Fitness Center will be available for your use and will follow our daily sanitization protocols.

We want you to feel confident and certain that your overall wellbeing is our top priority. Thank you for your loyalty and for allowing us to host you.

Our team has been looking forward to your return. Welcome to Durham!