

**We would like to offer a warm welcome to you as our valued guest. As the impact and spread of the novel coronavirus (COVID-19) continues, I wanted to take a moment to personally assure you that our commitment to the health and safety of our guests continues to be our top priority. Here are the latest updates as it relates to steps we are taking at the hotel to keep you, our team members, and our communities safe and healthy.**

First – cleanliness, sanitation, and health. We have taken some additional measures in consultation with global and local public health authorities (including the World Health Organization and Centers for Disease Control) to make our cleaning and hygiene protocols even more rigorous:

- Prior to your arrival, your guestroom has been thoroughly disinfected with hospital grade cleaners and Lysol Disinfecting products. The “top 10 hot spots” are given extra attention!
- Our linen is laundered off-site at a facility which uses AdvaCare disinfecting solution in their operation. Linens are folded by machine, and wrapped for delivery. Our team changes out their disposable gloves between contacts.
- There are sanitizing stations and Lysol wipe dispensers throughout the first floor. Please sanitize!
- Our team is working around the clock to maintain cleanliness of our public areas with the continued use of hospital-grade disinfectant. This includes public restrooms, dining tables, chairs, doorknobs, elevators, room keys etc.
- In addition to sanitized key cards, please use **Digital Key** for a contactless guest experience!
- Team members showing any signs of illness are asked to stay home and seek medical care until they are symptom and fever free for at least 24-hours.

There may also be some areas of your stay experience that look a little different during this trying time. I'd like to outline a few of those changes as well.

- A hot to-go breakfast option will be available daily in the lodge.
- Our Evening Social is currently suspended.
- **Fitness Center keys can be signed out at the Front Desk to maintain social distancing!**
- **We will be discontinuing the daily service provided by our in-room housekeeping attendants.** Out of an abundance of caution, we will be limiting service to on-demand requests for additional amenities or services including fresh linen, and trash removal. We ask that you call the Front Desk in the morning prior to 11am with any full service housekeeping requests, and we'll be more than happy to take care of service to your suite!
- Shuttle services have been discontinued.

If you have any questions about the changes outlined above, please feel free to call or e-mail me directly. My contact information is below. You can also reach a Guest Service Agent 24 hours a day by dialing “0” from your room phone, or connecting with us through text! We believe it is in challenging times like these that the power of hospitality is needed most of all. We appreciate your patience and understanding, and we remain available to you in whatever capacity we can. Thank you for choosing the Homewood Suites Wilmington Downtown.

Yours in Hospitality,

Lauren Forland  
General Manager  
Hotel: 302-565-2100  
Direct Line: 302-467-1502  
E-mail: [Lauren.forland@hilton.com](mailto:Lauren.forland@hilton.com)



**BREAKFAST SERVICE**  
**MONDAY – FRIDAY: 6:00AM-9:30AM**  
**SATURDAY & SUNDAY: 7:00AM-10:30AM**