

As we welcome you back to the Westin Wilmington, we are committed to providing you with a safe environment that aligns with expert protocols for working to defeat COVID-19. We have implemented additional protocols complying with global and local public health authorities (including the WHO and CDC) as we continue to actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our guests and associates.



- Starting with our public spaces and high-traffic areas, we are going above and beyond our normal protocols. Our team members are cleaning and sanitizing surfaces with increased frequency with recommended cleaning products.
- Masks are required to be worn in all public areas and hand sanitizing stations are located at our front desk, near the elevators, and meeting spaces.



- In guest rooms, we have elevated our rigorous protocols to thoroughly clean and sanitize all surfaces with CDC approved disinfectants.
- Housekeeping daily service has been suspended and can be requested with contactless service during your stay.



- All Westin team members are required to complete a wellness check including recording their temperature at the beginning of every shift.
- Signage in public spaces will remind our guests to maintain social distancing. We will be adding partitions at check-in to provide an extra level of precaution for our guests and our associates.
- Please contact the Front Desk to request any additional amenities you may need. For your safety we will deliver items to your door wrapped.



- Westin Workout Fitness Studio is open with social distancing guidelines and adjusted hours.
- Our indoor pool remains closed at this time.
- Please see the Front Desk for running and biking trails in the area!



- We will continue to adjust food and beverage service in accordance with current food safety recommendations. River Rock Kitchen & Patio (Westin's on-site restaurant) is open with social distancing seating.
- In-Room Dining will offer contactless delivery per your request or you can choose our Take-Out option.



- Our mobile technologies provide reassurance and distancing for our guests with the mobile check-in option which limits contact with others.