



Welcome to Chancellors House. During this difficult time our team is committed to offering you a safe and comfortable stay, as the safety and wellbeing of our guests and associates is of paramount importance. Some of our services may have changed to maintain a safe environment for you and our staff, but our hospitality will forever remain intact.

Due to Local, State and Federal directives we ask that you maintain appropriate social distancing with other guests and the staff of the hotel.

For the safety of our guests and staff, and consistent with Centers of Disease Control and Prevention (CDC) guidance, we ask all persons who believe they may have COVID-19, or who are awaiting test results for COVID-19 to refrain from checking into the hotel until they are cleared by a medical professional. If you are required to quarantine or if you test positive for COVID-19 during your stay at the hotel we request, you quarantine in your room and immediately contact the hotel general manager to discuss next steps. In the event you are diagnosed with COVID-19 within 15 days of departure we ask that you notify the hotel so we may take the necessary guest and associate precautions.

Service adjustment:

- Regularly scheduled housekeeping services have been suspended to limit potential exposure. Please contact the front desk if you request to have fresh linens and amenities delivered to your room.
- If you have trash to be picked up, please leave your trash can outside your door prior to 9:00 am and our staff will retrieve and leave you a new liner with your trash can.
- If at any time a staff member is requested or required to enter your guestroom for maintenance issues, we will require all guests to vacate the room for a minimum of three hours prior to service.
- Our Bar & Lounge (Breakfast), Room Service, and The Chancellors House Grille are closed until further notice, should you need recommendations to restaurants/bars nearby, don't hesitate to ask us!

We have made these adjustments for the health and safety of our guests and team members. We appreciate your understanding during these uncertain times. It is our hope that we will have you back as our guest in the future when we can showcase the true hospitality of our team. Please feel free to contact me if I can be of further assistance.

Stay Healthy and Stay Safe,

Tyler Wolford
General Manager