



THE HOTEL AT AUBURN UNIVERSITY
AND DIXON CONFERENCE CENTER

To our loyal guests,

In my role as managing director of The Hotel at Auburn University & Dixon Conference Center, I would like to assure you that in times of uncertainty surrounding travel, your safety and well-being remain our highest priority.

We understand that you may have concerns given the rapidly changing information on travel restrictions and cancelled or postponed public events. We want you to know that we are monitoring the Coronavirus (COVID-19) situation closely, keeping those who are affected in our thoughts and prayers, and are listening carefully to your questions and concerns.

Our top priority is the safety and security of our guests and team members. We would like to take this opportunity to share with you some of the proactive measures we are taking to provide a safe and clean environment for each of you:

- We have raised our standards for cleanliness and sanitation to even higher levels, utilizing commercial disinfectants recommended and provided by our Ecolab partner.
- Rooms are being deep cleaned only 24 hours after guest departures, before a next guest can be checked in.
- Room attendants are washing their hands in accordance with CDC guidelines, as well as utilizing hand sanitizer, before and after servicing each guest room.
- Additional measures have been taken to provide Lysol for every room attendant to use as an additional method of disinfectant.
- We are providing hand sanitation stations for all guests at the entrances of the hotel.

If your plans include an upcoming stay with us, rest assured that we are monitoring Coronavirus (COVID-19) updates from the Centers for Disease Control (CDC) and will make any appropriate adjustments as needed. Additionally, food delivery to your hotel room from Ariccia Cucina Italiana, Piccolo, and H.C. Valentine is available through in-room dining. Our kitchen is operating under the highest safety measures possible.

We cannot pretend the decrease in patrons is not affecting us and other local businesses. We are all in this together and will weather this storm in that spirit. We are so proud to be your hotel of choice and your home away from home. We are here for you and look forward to serving you.

If you have questions, please feel free to reach out to me personally. I will be happy to speak with you.

Warmest Regards,

Hans van der Reijden