



Dear Guest,

We are excited to welcome you to The Hotel at Midtown. If this is your first time staying with us or you are a seasoned veteran, we wanted to share some operational protocols that are now in effect due to COVID-19.

All Hotel guests have full access to Midtown Athletic Club, therefore, all arriving guests must have their temperature taken prior to checking into the hotel. For the health and safety of all, should any person's temperature register 100.4 or greater, they will be denied access to the Hotel and the reservation will be cancelled at no charge. Additionally, during a guest's stay, their temperature will be taken each time they re-enter the facility, and if their temperature registers 100.4 or greater, they will be required to check out to protect the health and safety of all members and guests. We encourage anyone with a fever to see a physician.

#### **Hotel Guest FAQ:**

Why do I have to have my temperature taken?

In the wake of these unprecedented times we have a responsibility as a resort operator to take all precautions to provide a safe and healthy environment for our members and guests. The presence of a fever is a symptom of COVID-19 and while that does not mean that we can guarantee COVID-19 does not exist inside the resort, it does reduce the possibility greatly.

I was denied access to the resort and I want to cancel my reservation.

If a guest's temperature is 100.4 or greater, we will cancel the reservation at no charge.

I am not going to have my temperature taken.

We hope that in the future these precautions will not be necessary. At this time, you may not check into the hotel without having your temperature taken to ensure that you do not have a fever present.

Why do you use 100.4(38 degrees Celsius) as the cut off for a fever?

The CDC considers a person to have a fever when he/she has measured a temperature of 100.4 (38 degrees Celsius). It is recommended someone with a temperature of 100.4 (38 degrees Celsius) see a doctor.

#### **Housekeeping**

During your stay, all cleaning services will occur when requested. Please dial "0" for extra towels, linens, amenities or for service of your room.

#### **Amenities in the Room**

In order to reduce potential shared touch points in guest rooms we have removed magazines, books and paper supplies. We have also removed the in-room coffee maker and instead are offering hotel guests complimentary coffee at our Restaurant Counter located on the second level. We provided you a sanitized bag of toiletries when you checked in. Should you require additional items during your stay, please dial "0". The TV remote has been sanitized and the paper guide is replaced after each guest departure.



During your stay, there are some changes to our normal operations:

**Tennis**

We currently offer Free Open Play Tennis Reservations - Courts may be reserved up to one week in advance and players may reserve one hour with no court fee. The second reserved hour is \$40.

**Pool Deck**

Due to City of Chicago capacity restrictions, we require reservations for the pool deck throughout the peak hours of the day. Please call extension 167336 from your guest room, between 6:30am and 11:30am to make a day-of reservation.

**Spa**

Most spa services are currently available and one of our spa attendants can make an appointment for you at extension 167415, or, visit the Spa on the first floor.

**Food and Beverage**

City of Chicago has placed several restrictions on all food and beverage establishments and those can change with little notice. We have modified services and offerings at this time in order to meet the guidelines placed on us, so please ask a member of our team for more details.

**Fitness Classes**

Our world class programming continues and as a hotel guest you have complete access to all classes throughout your stay. Please visit <https://www.midtown.com/classes-programs> for the most current list.