



To Our Valued Guests,

We are aware of the impact of the novel coronavirus (COVID-19) and are following this rapidly changing public health situation closely while taking the necessary steps to ensure the welfare of our guests and staff.

We have enhanced our already rigorous cleaning procedures in all guest and public areas throughout the hotel, and we are following the recommendations for preventative measures from the Centers for Disease Control and Prevention and the World Health Organization.

This includes:

- Increased frequency in cleaning and disinfecting high traffic areas including surfaces such as door handles, furniture, light switches and bathroom fixtures
- Installation of hand sanitizing stations throughout the hotel
- Daily departmental training highlighting cleanliness and responding efficiently to reported or suspected illness

Our Lobby Lounge, MarketPlace Restaurant, Barista Bar and fitness center remain closed. [Fairview To Go](#) is available for curbside service at our sister property, Washington Duke Inn & Golf Club.

It takes all of us working together to ensure a healthy environment. Please use your judgement when traveling if you or those who accompany you are unwell. Our staff is also taking these very same precautions to ensure the well-being of others.

There's no doubt that these are challenging days, but it is in moments like this when our team delivers upon its promise to our guests – to extend warmth, care and consideration to all.

We remain focused in our efforts to provide you with an exceptional experience today, tomorrow and into the future. We look forward to welcoming you to the JB Duke Hotel.

Thank you for your support.

J. Randal Kolls
Area General Manager/Partner

Gregg Hilker
General Manager