

EXPECTATIONS GUIDE FOR SPRINGFIELD, IL

Given the constantly changing environment in which we live, work and travel, please note that the below are general expectations for your arrival in Springfield. This is meant to serve as a guide to help make plans, alternate arrangements and assist in knowing the parts of our landscape that are being impacted by the ongoing pandemic.

General Operations of the property:

- Bell/concierge service unavailable at most locations or drastically reduced based on staff availability.
- Housekeeping available upon request for multiple night stays. Daily service to rooms is currently suspended for the safety of guests.
- Response time for inquiries to sales/catering staff can be longer than normal, due to staff filling multiple positions within the hotel. For local Springfield questions/conditions, call the Springfield Convention & Visitors Bureau or visit www.visitspringfieldillinois.com. We are working to keep as much information as up-to-date as possible on sites, attractions and restaurants as we can.
- Valet services for parking currently unavailable.
- Early check-in and late check-outs unlikely due to staffing shortages and turn time of housekeeping.

Food and Beverage:

- Food & Beverage outlet services have limited operating hours. Enhanced “Grab & Go” services available at most properties.
- Room service is currently discontinued at most all hotels.
- It is recommended to call restaurants prior to visit as many have hours that have changed due to staffing shortages. At times, websites and Facebook may not have most up to date information. Making reservations for groups in advance is recommended to assist businesses in preparing.

Transportation:

- Limited, if any shuttle service for airport, train and misc. transportation. Call in advance to check current availability.
- Cab, Uber, Lyft and other associated services may be limited, especially at peak times of travel.

Safety precautions:

- Mask requirements vary by location and hotel chain policies, visit individual sites for current protocol.

- All state and federal buildings and sites currently require individuals to wear a mask indoors regardless of vaccination status.
- For current guidelines and recommendations on COVID-19 protocol visit:

<https://www.dph.illinois.gov/covid19>

<https://www.scdph.org>