

Bed Bug Policy – SureStay Hotels

PROTOCOL

Upon receiving a complaint or upon notice of a complaint made to a national registry, hire a professional third-party expert to investigate the subject room(s) and take all necessary remedial action. (Hotels may select their own experts or they may use Ecolab, an endorsed vendor, which charges **\$125** per investigation and **\$750** per guest room for remediation in the United States. In Canada, Ecolab charges **\$135** per room inspected, **\$975** for an infested room, and **\$175** for adjacent rooms).

Upon receiving two or more complaints or notices within a 30-day period, again, hire a professional third-party expert to investigate, this time not only of the subject room(s), but also of the property's common areas, and take all necessary remedial action.

Place all rooms out of service for a minimum of 14 days if bed bugs are confirmed present and only place them back in service upon confirmation from a third-party expert that all bugs and larva have been exterminated.

Place the subject room(s) and all adjacent rooms out of service where an investigation and remedial action is delayed unless the delay is because a third-party expert cannot respond immediately.
