

To: Nicole

From: Mary

Re:

Bed Bug Incident Summary

August 25 the guest in 527, Chad, showed our FOM bites on his arms he had received the last few nights in his room (both sleeping on the bed and then moving onto the couch).

August 26 [REDACTED] inspected the room and found one adult bed bug between the bed skirt and the box spring. At that point they stopped investigating the room and reviewed recommended treatment:

*Do not allow the guest back into the room. (Done – guest checked into room 428).

*Do not allow guest to remove any of his personal belonging from room (Done – guest cooperative, but quite concerned and tremendously inconvenienced).

*[REDACTED] price quote of \$2,190 to treat initial room, rooms above and below, rooms on either side. [REDACTED] will treat each of these rooms 3 to 5 times.

*[REDACTED] recommended throwing away box spring and mattress, couch, TV, drapes and guest shoes (10 pair), guest personal papers and books, and guest laptop. They said these items could not be treated sufficiently to ensure bugs are gone.

FYI – [REDACTED] was extremely responsive to our issue. The tech Alan, came immediately and was quite willing to arrange a treatment schedule based on hotel needs. Eric, our Account Manager, stayed in constant communication.

Expenses incurred by hotel to care for guest:

\$121.32 Replace groceries and

\$575.75 Provide one set of work clothes, one set of casual clothes and one set of workout clothes.

\$577.15 professionally dry clean and launder guest clothes.

Process: [REDACTED] brings in portable heaters and fans. They use 5 to 7 probes to monitor temps. Nothing was damaged by the probes, except one small hole in the mattress to monitor the internal temperature. They treat the room conventionally prior to the heat treatment to control migration to other rooms. (Although it is possible the bed bugs have already migrated to adjacent rooms – approximately 30% chance of migration). They heat the room between 130-140 degrees for 2 to 4 hours. The exterior of the

door is taped during this process and all windows are covered with reflective material.

Advantages: The guest can keep 100% of their belongings. Even laptops can go through the heat treatment. The hotel does not lose any FF&E. Rooms are out of order for one day maximum.

Lesson from Loss: We can treat the clothes in-house by running through our commercial dryers, maintaining a minimum temperature of 113 degrees for one half hour. Clothes are also treated by leaving in the guest room during heat remediation.

cc: Hal
Michael
Scott