

CAPE CODDER

RESORT & Spa

A Word About Bed Bugs...and what we are doing

We inspect every room prior to a guest arrival and you can be assured that your room was checked by a trained staff member.

As we are all aware there has been an increase in reported cases of bed bugs in all areas of the United States and in all types of facilities – from clothing stores and movie theaters to hotels and residential homes.

While bed bugs cannot transmit diseases and are not caused by unsanitary conditions (most bed bugs are brought in by other guests) their presence can be an emotionally traumatizing experience.

At the Cape Codder Resort & Spa we take a very dedicated and aggressive approach to this problem.

Our trained housekeeping staff proactively looks for any signs of activity and we are continually updating the training of our staff to include all new protocols and procedures to control this problem. We inspect every room prior to a guest arrival and you can be assured that your room was checked by a trained staff member.

We take *every* reported incident seriously. Upon suspected activity our Executive Housekeeper immediately puts the room out of order and personally inspects the entire room. Waltham Chemical, our exterminating company, responds immediately and they also inspect and monitor the room for a few days to ensure that there are no bed bugs present. This procedure is time consuming and somewhat expensive; however we take every precaution to keep our hotel bed bug free and we believe there is no such thing as being too cautious. Since implementation of this program several years ago we have not had any bed bug situations.

While we realize this can be an uncomfortable subject – we believe that by explaining our proactive approach to a well publicized problem is, in the end, more comforting and reassuring to all guests and employees.

If you have any questions or concerns please do not hesitate to contact the Executive Office at ext. 701.