November 15, 2019

Dear Guest,

It is our pleasure to welcome you and your schools to the Embassy Suites San Marcos Hotel, Spa and Conference Center. We are glad that you have chosen to stay with us and want you to enjoy all that our property must offer.

Please have a written rooming list with you when you arrive to check in. We recommend that you not unload buses and vans until your group is checked in. We must wait for other guests to check out and must clean those rooms before we can check you in. Also, we will do our best to have your rooms in close proximity, but that is not always possible as we cannot assign rooms in advance.

* Complimentary cooked to order breakfast will be served from 6:00am – 9:00am Monday – Friday and 7:00am – 10:30am Saturday and Sunday in the Complimentary Breakfast area on the first floor. (Students should be dressed appropriately to go to breakfast.)
* Casual dining is available for lunch and dinner in the Rocky River Grille from 11:30am – 2:00pm and 5:00pm – 10:00pm.
* Evening Reception, from 5:30pm – 7:30pm nightly, features your favorite beverages and light snacks.
* Espressos, Starbucks coffee and sundries are available in Caffeina’s Marketplace from 6:30am – 9:30 PM Monday – Saturday, 7:00am – 7:00pm Sunday.
* The full-service Spa Botanica features massages, wraps, facials, manicures and pedicures. Your group will receive a 15% off discount.
* TASC has contracted for conference guests to receive complimentary parking at the Embassy Suites.

For the comfort and safety of all our guests, the following practices will ensure all our guests have a pleasant stay with us.

* Check out time is at 12:00pm. We offer complimentary luggage storage for your belongings if needed.
* Students are asked not to congregate in the guest room hallways.
* Children under 18 years of age need to be supervised at all times to ensure that noise and traffic levels are kept to a minimum.
* For everyone’s comfort, loud noise, loud music, horseplay, yelling, slamming of the doors, running around in the hotel is not permitted.
* We ask that all chaperones be available at all times to provide supervision for all group’s members.
* When group members are socializing inside their rooms we ask that noise levels are kept to a minimum.
* We ask that all group members be in their individually assigned rooms no later than 10:00pm or immediately following the Friday evening activities.
* We ask that group members not congregate in public areas including pool, fitness center, Atrium, lobby, Caffeina’s and parking lot. Please ensure that a chaperone accompanies all minor guests to these areas after 10:00pm.
* Please remind students to ensure that the doors to their rooms are closed and locked when they leave. Allowing them to just close on their own may result in the doors not being locked.
* Please do not post student names on doors. Doing so is a safety issue as it could make others aware there are minors in those rooms.
* Please be aware we cannot turn off the Internet service in our guest suites. The charge is $4.95 per 24-hour use, and there will be a prompt screen for the user to enter the Room Number and Last Name on the reservation before access is granted.
* There will be forms available at check – in if you wish to order meals in advance from the hotel for lunch Saturday.

We hope that you enjoy your stay with us here in San Marcos. If there is anything that we can do to make your stay more comfortable and enjoyable, please contact any staff member.

Thank you,

Embassy Suites – San Marcos Management