

Keys

We have one set of keys, which includes the guest room and the locker key, available for you during your stay.

Because many of our families have different members coming and going at different times, it is important that you leave your key at the welcome desk each time you leave the House Property. This will help us ensure that keys are not lost and that they are available for family as needed.

Lost guestroom or locker keys will be replaced at a cost of \$10.

Visitors

Friends and Family are welcome to visit during your stay, between the hours of 9am and 9pm. They are restricted to the common areas of the house.

Visitors are required to sign in at the welcome desk.

Quiet Hours

We ask that guests and visitors please be respectful of each other and do not permit any disturbing conduct, music, television sound or loud noise in your guestroom, common areas or elsewhere on the grounds that may disturb other families.

Quiet Hours are to be observed daily:
11pm until 7am

CCTV Monitoring

Please, be advised that several areas, inside and outside of the House, have closed circuit TV cameras installed. While recording and monitoring may occur at times, each guest is responsible for their own safety and security of their own property.

Candles and Pets

For infection control and safety purposes, candles and pets are not allowed in the House. Only service dogs providing assistance to a person with a disability are allowed.

Check Out Time

Please notify staff of your planned check-out time. Check out time is 11am. Arrangements to stay later may be made at the welcome desk.

Check Out

Please come to the welcome desk before leaving and turn in your key. This will ensure that we know you have vacated the room and will avoid you being charged for extra nights as well as allow us to get the room ready for another guest.



More than just a place to stay...

Guest Policies & Information

We welcome you to the SECU Family House with open arms. We hope you will be able to recharge your batteries with a meal, a warm shower, a good night's sleep and the love and support of the staff, volunteers and fellow families.

1970 Baldwin Lane
Winston Salem NC 27106
Phone: 336-793-2822
Fax: 336-283-9515
www.familyhousews.org

WIFI PASSWORD: Welcome!

House Rules

As a guest of SECU Family House, you are asked to honor the "House Rules" during your stay. These rules highlight those areas critical to the health, safety and general well-being of everyone at SECU Family House. Advise a staff member promptly if you witness anything of concern. Thank you, in advance, for your cooperation.

Romona Williams

House Operations Mgr

Identification

All guests staying in the House will be issued a wristband they will be required to wear for the duration of their stay.

Minors

Anyone under the age of 18 must be accompanied by an adult parent/guardian in all areas of the House at all times.

Smoke Free

SECU Family House is a smoke-free facility. Smoking is not permitted inside the house, in the parking lot or anywhere on the grounds outside of the designated smoking area.

Firearms and Weapons

Firearms and weapons are prohibited in the House. The discovery of any type of firearm or weapon will result in immediate dismissal from the House.

Alcohol and Illegal Drugs

Drinking alcoholic beverages or using illegal drugs in the House, including the parking lot, walkways, patios and park area is strictly prohibited and is grounds for immediate dismissal from the House.

Fire Alarm

A fire alarm system is operational 24 hours a day. If the alarm sounds, proceed to the nearest exit. Fire evacuation routes are posted on the back of your room door. Gather in the parking lot and wait for further instruction from our staff. If you are unable to leave the building without help, stay in your room and dial 911. Give the 911 operator your room number and indicate you need help evacuating.

Kitchen and Food

Guidelines

We have a large kitchen that you are welcome to use as you would if you were home. You may help yourself to any food in the kitchen, on the open shelves in the pantry or in the communal refrigerator and freezer. There are 2 personal use refrigerators for your individual food supplies.

Remember to use the labels we have provided to indicate your name, room number and date. Help us keep the House clean and sanitary by cleaning up after using the kitchen.

Soft Drink Vending and Ice Machine are located in kitchen pantry.

Housekeeping Services

Staying 7 nights or more?

Your room will be cleaned once per week on the same day of the week you checked in. Please, make sure personal items are cleared off beds you would like to have changed and secure any medications or valuables.

Staying less than 7 nights?

Your room will be cleaned when you check out. Fresh linen is available at the welcome desk upon request.

A housekeeping supervisor makes rounds daily and steps in each room to ensure there are no maintenance issues that need to be addressed.