

# SAFETY & SECURITY - LOSS PREVENTION DEPARTMENT EXT. 5511

The role of the Loss Prevention Department is to protect the assets of the hotel and prevent losses from occurring. As a guest, you are our most important asset. The way we handle safety or security related issues such as medical emergencies, guest problems, general directions, and hospitality, may be the determining factor in your choosing to stay with us again. Guest satisfaction and safety are most important to us.

To assist you in an enjoyable visit to the New Orleans Marriott Hotel, we urge you to assume the same level of commitment towards your safety and security as you would in your acclimated surroundings. To better assist you in this matter, we encourage you to observe the following precautions:

1. Do not leave valuables exposed
2. Place valuables in the hotel's safe deposit boxes
3. Close the door securely whenever you are in your room. Use all locking devices
4. Before opening the door, verify the identity by using the view port
5. Never invite strangers to your room
6. Always be alert and observant to your surroundings
7. Do not draw attention to yourself by displaying cash or jewelry
8. Ensure any connecting room's doors are locked
9. Report any suspicious activities to Loss Prevention (ext. 5511) or Management (ext. 0)
10. Utilize well-lit areas when traveling by foot after dark

## Emergency Evacuation:

As we all are aware, emergencies requiring an evacuation can occur at any time without forewarning. Our Hotel has developed and maintains a detailed emergency plan designed to guide associates and guests during all phases of an emergency.

Any inquiries pertaining to any of the components of the Emergency Plan can be directed to the Director of Safety & Security Department James Brucken at extension 5517.

## Additional Safety Features:

Electronic door locks, secondary dead-bolt locks, night latches, view ports in all room doors, no guest room numbers on keys, smoke detectors in all rooms, sprinkler system throughout hotel, on-going staff training on security-related issues, and travelers' safety tips available in all guestrooms.



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## **New Orleans 8<sup>th</sup> District Police Department**

334 Royal Street

Non-emergency (504) 658-6080

Distance from hotel: 0.5 mile

Driving Directions from hotel:

1. Head northwest on Canal St. toward Chartres Street
2. Take the first right onto Chartres Street
3. Turn left at the 4<sup>th</sup> cross street onto St. Louis Street
4. Take the first left onto Royal Street
5. Continue one block; destination will be on the left

## **New Orleans Fire Department**

317 Decatur Street

Non-emergency (504) 658-4700

Distance from Hotel: 3 Blocks

Driving Directions from hotel:

1. Head northwest on Canal St. toward Chartres Street
2. Take the first right onto Chartres Street
3. Turn right at the 3<sup>rd</sup> cross street onto Conti Street
4. Take the first right onto Decatur Street
5. Destination will be on the right

## **Tulane Medical Center**

1415 Tulane Avenue

Non-emergency (504) 988-5263

Distance from hotel: 0.7 mile

Driving Directions from hotel:

1. Head northwest on Canal St. toward Chartres Street
2. Drive approx. 6 blocks and make a U-turn for Elk Place
3. Turn right onto Elk Place
4. Turn right onto Tulane Avenue

## **Walgreens**

### **Closest 24-Hour Pharmacy**

1801 St. Charles Ave., (504) 561-8458

Distance from hotel: 1.7 mile

Driving Directions from hotel:

1. Head northwest on Canal St. toward Chartres Street
2. Turn right onto Bourbon Street
3. Take first right onto Iberville Street
4. Turn right onto Royal Street
5. Continue across Canal Street onto St. Charles Avenue
6. At the traffic circle, continue straight to stay on St. Charles Avenue
7. Drive 0.7 mile and destination will be on the right



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# GUEST EVACUATION PROCEDURES

Welcome to New Orleans Marriott Hotel. We are glad to have you as our guest. In order to ensure a pleasurable and safe stay with us, please read and keep the following Hotel Evacuation Procedures at hand while you are our guest.

1. In case of emergency an announcement over hotel's emergency PA system will accompany the alarm instructing the guests how to proceed.
2. All guests should move calmly to the nearest emergency exit stairway, utilize the handrail, proceed down the stairs in single file to the first floor and exit the building. An Emergency Response Associate will respond and assist all physically challenged guests.
3. A list of all physically challenged guests, by name and room number, will be provided to assist the AYS operators and Emergency Response Associates.
4. During all phases of an emergency evacuation, guest should not attempt to utilize hotel elevators (Passenger or Freight). All elevators will recall automatically to the lobby areas and will remain there until an all clear is given.
5. If an emergency situation exists in a stairway, all guests shall be directed by Hotel Emergency Response Associates to avoid utilizing this exit route and proceed calmly to the alternate exit.
6. In the event it should be necessary to evacuate the building, all guests shall be instructed to assemble in the designated area across the street, in the front of the Sheraton hotel, on Canal Street.

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Thank you,

James Brucken  
Director of Loss Prevention



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