

Hotel Booking Process for Cases

- The two hotels in Warren County that seem to be most willing to work with the Health Department are Quality Inn on Scottsville Road (owner: Danny Patel, 270-843-1163, darshan903@gmail.com) as well as SureStay by Best Western (owner: Andy Vanmali, 270-781-5200, avanmali@3springshospitality.com, Nick was the manager who I had spoken with to set up the most recent rooms). Both seemed open to housing cases if needed in the future. Both of these hotels have outdoor entrances which is great for reduced chance of exposure.
- Holiday Inn Express and SureStay have the same owner (Andy Vanmali), so if SureStay is unavailable, Holiday Inn Express (270-843-3200) might be a good option to look into as well.
- If possible, look into the other hotel options for Warren County before moving to anything with MainStay/Sleep Inn as Francis seemed less willing to want to work with the Health Department due to her receiving payment for a bill later than anticipated. However, she has never explicitly said no, so she still might be an option.
- To set up a room, make contact with the manager or owner of the intended hotel. They typically only ask for basic information such as a name and phone number and the case is usually able to check in the day of depending on how busy they are. Some hotels require someone from the Health Department to come in and sign some documents as well as take the key to the case themselves to reduce any potential exposure to staff. However, with restrictions lightening a bit, some have been willing to take the key to the case or potential case themselves. In those cases, I have been telling the case to contact the front office upon arrival.
- For billing, the managers/owners have simply been emailing the receipt which was then forwarded on to the appropriate staff to complete the needed PO.
- Retta Reed (retta.reed@pauldavis.com) has been the main contact for setting up any needed cleaning services after a case checks out of a room. Jamie Belcher (Jamie.belcher@pauldavis.com) has typically been the one to complete the services and they are great about forwarding the receipts for the services as soon as they're completed. When a service is needed, I have typically been reaching out via email and they are quick to initiate and complete it.