

THE
COCHRANE
HOUSE

*Important Guest
Experience Updates*

Dear Valued Cochrane House Guests,

For the past eight years, it has been our privilege to welcome you to The Cochrane House—your home away from home. Many of you have become part of our extended family, and we are deeply grateful for your continued trust and support.

As we thoughtfully evolve and grow, we are introducing a few updates designed to enhance your comfort, flexibility, and privacy during your stay.



**NEW SELF CHECK-IN
EXPERIENCE**

To provide a smoother and more convenient arrival experience, we are introducing a discreet self check-in process.

WHAT TO EXPECT:

- Personalized entry and guest-room codes sent by text prior to arrival
- Flexible arrival at your own pace
- Greater privacy and convenience during check-in

While we may not always greet guests personally at the door, our commitment to exceptional hospitality remains unchanged.



**UPDATED MORNING
OFFERINGS**

We are transitioning from our traditional breakfast service to a thoughtfully curated continental breakfast experience.

**CONTINENTAL BREAKFAST
HOURS:**

8:00 AM – 9:30 AM

Served daily in the dining room

Enjoy a lighter, flexible start to your morning with carefully selected offerings prepared with the same quality and care you have come to expect.



TEAM AVAILABILITY

Our team remains available to support you throughout your stay.

GUEST SUPPORT HOURS:

Daily: 7:00 AM – 10:00 PM

PLEASE NOTE:

3:00 PM – 7:00 PM:
Remote hosting hours

During this time, we remain fully accessible should you need assistance.

THANK YOU

Although some of our routines are changing, one thing remains constant:
our dedication to making your stay comfortable, memorable, and welcoming.

Thank you for being part of The Cochrane House story.
We look forward to continuing to host you for years to come.

With Gratitude,
The Cochrane House Team