MARRIOTT
BOSTON
COPLEY PLACE

Boston Marriott Copley Place Hotel Security

We welcome you to the Boston Marriott Copley Place. Our goal is to provide a safe and secure environment in the hotel for you and your guests.

In case of emergency:

- Pick up any guest phone or house phone and dial extension 6664 or 0 and ask to be connected with our twenty-four (24) hour Hotel Security dispatcher.

- Once you have contacted Security, please remain in place and an officer will come to you.

- The Boston Marriott Copley Place is equipped with an automated Fire System, which includes smoke detection and sprinkler fire suppression. If an alarm sounds, listen to the audible message for further instructions. In case of evacuation, proceed to nearest stairwell and exit on ground level. Gathering location: Hotel staff and guests will meet at the end of Harcourt Street, next to the hotel.

- The fire alarm emits four (4) short, loud tones, and repeats this four (4) times. This will be followed by an automated announcement. If the alarm is on your floor, the floor above or the floor below, an evacuation tone will emit from the speakers on your floor following this announcement. Please follow accordingly.

- Hotel Managers, Hotel Security, Hotel Engineering, and the Boston Fire Department are automatically notified and will respond to the main fire control panel, as well as the location of the alarm. The Boston Fire Department will investigate and an announcement will be made with further instructions, based on their findings, through the hotel public address system.

- The entire building will get the initial notification. Only the affected floors will receive further alarm soundings. The entire hotel will receive the announcement following the Boston Fire investigation.

- The Boston Fire Department, Paramedics, and Police have a normal response time of 3-10 minutes. The nearest hospital is about one (1) mile from the hotel. The Boston Fire Department is on Boylston Street, approximately a half mile away.

- The Hotel has an Emergency Procedures Manual that is located in the Hotel Security Operations Center.

The following is a list of some of the key services the Hotel provides for your security:

- **Hotel Security Coverage:** Hotel Security officers are on duty in the hotel twenty-four (24) hours each day, seven (7) days a week.

- **Hotel Security Details:** You can schedule Hotel Security details for your specific convention, event, or function. Advance notice is required and an hourly fee will apply. Our sales department can provide pricing details.

- **Card Key Access:** The Boston Marriott Copley Place uses RFID electronic guest room keys. These card keys provide for a high level of security and ensure that each new guest receives a new and unique card key upon checking in for their guest room or meeting room.

- **Client Access Keys:** The Hotel offers lock core key changes to all function breakout rooms for a minimal charge. These keys allow the clients to control access to their function breakout rooms at their own discretion. Arrangements can be made through the meeting and events manager.

- **Safe Deposit Boxes:** For your convenience, the Hotel provides safe deposit boxes at no cost. Boxes are available to all guests and may be obtained at the front desk.

- **In-Room Safes:** In-room safes are provided at no cost, and are located in all guestrooms.

- **Life Safety Systems:** The Hotel Engineering and Hotel Security Departments oversee the integrated life safety systems at the hotel. This includes the fire alarm system, fire extinguishers, evacuation and power loss procedures.

- **CPR, AED and First Aid Trained Staff:** All Hotel Security officers are trained and certified to respond to most medical emergencies that may arise here at the hotel. AED devices are located in the fitness center, the copy room (lobby level), and at the Hotel Security Operations Center. For your safety and protection 911 can be dialed directly from all guest phones. However, in the event of any emergency we encourage you to call Hotel Security (ext. 6664) to facilitate any needed emergency services.

- **Radio Communications:** The Security Department communicates internally with two-way radios. Additionally, dialing ext. 6664 from any guest phone, or (617) 937-5720 from an outside line will connect you to Hotel Security twenty-four (24) hours a day.

- **Customer Service Oriented:** Hotel Security is aware of the expectations of the customers and strives to fulfill those expectations by working closely with all associates of the Boston Marriott Copley Place

- **Partnership with the Community:** The Hotel Security enjoys a partnership with all local law enforcement agencies and emergency service providers, including Boston Police Department, Boston Fire Department, Boston Emergency Services, Massachusetts State Police, various federal agencies such as the FBI, ATF, Secret Service, Department of

Homeland Security, etc. Hotel Security also keeps communications open with all local hotels and their security departments.

Hotel Security Contact:

Hotel Security Office:
In-house extension: 6664
External phone number: (617)937-5720

Director of Security: Robert (Bob) Smith
Office: (617)937- 5641
Mobile: (857)301-5219
Email: Bob.A.Smith@marriott.com

Emergency Services:

Boston Police Department, District 4, 650 Harrison Ave., Boston, MA, 02116
Tel.: (617)343-4250

Boston Fire Department, District 4, 941 Boylston Street, Boston, MA 02115 Tel.: (617)343-2880

Local Hospitals:

1. **New England Medical Center:** 800 Washington Street, Boston, MA 02111 Tel.: (617)636-5000
2. **Brigham and Women's Hospital:** 75 Francis Street, Boston, MA 02115 Tel.: (617)732-5500
3. **Massachusetts General Hospital:** 55 Fruit St, Boston, MA 02114, Tel.: (617)726-2000
4. **Children's Hospital Boston:** 300 Longwood Ave., Boston, MA 02115 Tel.: (617)355-6000

Local Pharmacies:

Walgreens Pharmacy: 841 Boylston Street, Boston, MA 02115, Tel. 617 236 1692

CVS Pharmacy: 800 Boylston Street, Boston, MA 02199, Tel. 617 880 1497

Lost and Found

The Security team is available to assist with missing items and coordination with Lost & Found. We appreciate your efforts to secure your valuables. Please ensure your items are properly secured at all times.