

To all of our customers

The presence of the coronavirus (COVID-19) is certainly unsettling and the staff at the Aerie share in the concerns of the nation. As the situation evolves, we are doing everything we can to ensure your safety and to provide maximum flexibility.

Your Safety First

We always take make the safety and security of our customers our highest priority. As a licensed bed & Breakfast, we routinely inspected and graded by the local health department to insure we are providing a safe environment for our customers. As always, our staff takes pride in maintaining the highest standards of cleanliness and hygiene. We will continue to monitor the local and national situation and follow the guidance of the World Health Organization, Centers for Disease Control and local public health agencies regarding the spread of the virus. Our goal is to exceed our guests expectations is to ensure while doing our best to keep all involved safe.

In response to the coronavirus, we have implemented enhanced sanitary practices at all of our properties and made it clear to our employees that they must stay home if they feel sick. We provide onsite 24-7 assistance to our guests and are prepared to act quickly should we learn of a case of coronavirus at the inn.

Maximum Flexibility

We are committed to giving our customers maximum flexibility in reserving rooms. Given the current situation we are making adjustments to our individual booking policies to give you confidence in planning a trip to the Aerie:

- All existing room reservations that are scheduled for arrival before April 30, 2020 can be changed or cancelled at no charge up to 24 hours (normally 72 hours) before your arrival day.
- New room reservations booked between now and April 29, 2020 that are scheduled to arrive on or before April 30, 2020 can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.
- Please contact the property directly if you need to adjust your reservation. You can contact us at: (252) 636-5553 or email: info@aerienc.com.

Before You Arrive

Please do your part to keep the Aerie safe. If you're feeling sick or come in contact with an affected person, for the safety of everyone we ask you to please not visit the Aerie until you are feeling better and please come back when you are feeling better and the appropriate time has passed.

Beth & John Blackwelder

The Aerie Bed & Breakfast
New Bern, NC