

Sheraton Jacksonville Hotel

10605 Deerwood Park Boulevard, Jacksonville, Florida USA 32256

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Taking Care of You

Taking care of you has always been our number one priority, so you can focus on what's most important to you.

As part of Marriott International's family of brands, we have implemented a variety of new protocols and elevated practices, in response to the COVID-19 pandemic and keeping with our high standards of cleanliness and commitment to providing excellent service.

We have also made a few adjustments to the services, amenities, and facilities available during your stay.

Here is what to expect during your stay at Sheraton Jacksonville Hotel.

Hotel Information

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MARRIOTT INTERNATIONAL'S COMMITMENT TO CLEAN

For more information on Marriott's Commitment to Cleanliness, please visit our corporate site.

SHARED RESPONSIBILITY

The safety of our guests and associates is a top priority. As guidance regarding face coverings and vaccination verification varies by local jurisdiction and may change, guests should review public information websites for the most up-to-date guidance for your destination, as well as the hotel-specific sections below and US and Canada Travel Advisories | Marriott Bonvoy™ before traveling. Unless it is required by local law or order, fully vaccinated guests are no longer required to wear face coverings or social distance in indoor or outdoor areas of the hotel. We ask that all unvaccinated guests continue to wear face coverings and practice social distancing when they are in public spaces inside the hotel.

SOCIAL DISTANCING MEASURES & CONTACTLESS EXPERIENCE

There is signage throughout the hotel to remind guests of social distancing, required face mask ordinance for the city of Jacksonville in public areas (including the lobby, elevator, guest hallways, etc), partitions installed at the front desk and in the restaurant.

Mobile Check-In, Mobile Key, and Mobile Guest Requests delivered right to your door via the Marriott Bonvoy™ mobile app.

Guests that prefer a contact-less or reduced contact stay can opt out of housekeeping

service. Limited housekeeping stay-over service is available via request.

The Club Lounge is currently not available due to compliance with local guidelines. Restaurant and bar hours are seasonal with limited menus. Breakfast Service and Room Service options are not currently available.

ENHANCED CLEANING PROTOCOLS & HOUSEKEEPING SERVICE AT THIS HOTEL

In keeping with Marriott's Commitment to Clean, we have made several enhancements to our cleaning practices throughout our property and in guest rooms. These include:

Enhanced Public Space Cleaning: We have increased the frequency of cleaning and disinfection, particularly in areas with high traffic including restrooms, elevators, and the lobby. The Hotel has provided more hand sanitizing stations throughout all public areas.

Personal Protective Equipment (PPE): Staff members will wear PPE (e.g., face coverings, gloves, etc.) based on the activities they are performing and based on direction by the local authorities. Guests are required to wear personal face coverings while in public areas.

Electrostatic Spraying: We're utilizing enhanced technologies, including electrostatic sprayers with hospital-grade disinfectants, to support our already rigorous cleanliness protocols.

Room Amenities: Disinfectant wipes are available in the room for every arriving guest as well as upon request. Amenities in rooms are limited for guest safety. Amenities not included in the room are available upon request at no charge.

Every guest room is thoroughly cleaned and disinfected prior to your arrival. During your stay, we will not provide housekeeping automatically every day. If you wish to receive daily housekeeping refresh service, please let us our guest services team know. We will be happy to make schedule service according to your preferences. Please note that if you are staying with us a bit longer, we will automatically clean your guest room after every 6th night.

PROPERTY AMENITIES & SERVICES

We are committed to making the amenities and services at our property available to you while complying with local regulations, including guidance on reducing capacity in public spaces and reinforcing social distancing. The modifications we have made include:

Fitness Center: Open, face masks required at all times.

Club Lounge: Currently not available.

Indoor Pool: Open. Maximum of 8 people in the indoor pool area at any given time.

FOOD & BEVERAGE OFFERINGS

Bold City Grill and Bar: Open seasonally in the evenings, and with limited menus. 5pm - 9pm Thursday thru Saturday. Breakfast is not currently available.

Room Service: Not currently available.

Club Lounge: Not currently available.

MARRIOTT BONVOY

Marriott Bonvoy Member Benefits: We are committed to delivering the Marriott Bonvoy benefits for your membership level. Thank you for your understanding in cases where we may have to offer an alternative.

Marriott Bonvoy members are invited to use the Marriott Bonvoy App (available on the App Store and Google Play) to take advantage of contactless options, including:

Mobile Check-In/Check-Out: Let us know via the app when you are planning to arrive and once you departed.

Mobile Key: Forgo the front desk altogether and go straight to your guest room.

Mobile Dining: Order your private, in-room dining through the app.

Mobile Guest Requests: Connect with us via the app to request items you would like delivered to your guest room.

Not a Marriott Bonvoy member? [Enroll here.](#)

Available benefits vary by location and membership tier. At this hotel, please note that we currently offer the following Marriott Bonvoy benefits:

Welcome Gift: Bonus Points at Check-In.

Late Check-Out: Available upon request based on availability.

Mobile Check-In/Check-Out: Mobile Check-In and Mobile Check-Out available through the Mobile Bon Voy App.

Mobile Key: Mobile Check-In and Mobile Key available through the Mobile Bon Voy App.

Mobile Guest Requests: Mobile Guest Requests available through the Mobile Bon Voy App.

Sheraton Jacksonville Hotel

Top Destinations



For Guests



Our Company



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