

OUR SERVICES

- Badge Checks
- Crowd Control
- Dignitary / Executive Protection
- Emergency Medical First Response Aid
- Event Security
- Fire Watch
- Loading Dock Security
- Overnight Equipment Watch
- Property Touring
- VIP Escortsg

Our Safety & Security team can work with each client and meeting planner to provide a tailored service approach, specifically designed for each event and service that is needed. The planning and scheduling process is completed in great detail, to ensure that everything is executed as flawlessly as it can be.

ADDED SAFETY

INCIDENT REPORTING

We ensure the safety and security requirements are met and bring reliable on time reporting for the risk management challenges.

TRAINING

We believe that having a team of Ambassadors equipped with the right training, prepared to handle any assignments and prepare us for providing you with the highest level of security and client should expect. We provide all our Security staff with CPR, & First Aid certifications, along with specialized training of what our clients will expect while on a detail.

GREEN INITIATIVES

We are committed to “Green” practices and make every effort to be environmentally conscious, as well as, strive to be sustainable.

PROPERTY KNOWLEDGE

With utilization of our event staff, our team has the knowledge of so much more information to include, but not limited to, locations throughout the resort, general hotel information about check in, check out, and who to call for hotel restaurant reservations.

OUTSIDE MEDICAL ASSISTANCE*

Marco Healthcare Center

40 South Heathwood Drive,
Marco Island, FL 34145
Phone 239.624.8540
Open 7 days a week, 8:00am-7:30pm

Physicians Regional Marco Island

1839 San Marco Road, Marco Island, FL 34145
Phone 239.394.1670
Mon - Fri 8:00am-6:00pm, Sat 8:00am-12:00pm,
Sun Closed

Naples Community Hospital

350 7th Street North, Naples, FL 34102
Phone 239.436.5000 | Open 24 Hours

Physicians Regional Hospital

8300 Collier Blvd. Naples, FL 34119
Phone 239.354.6000 | Open 24 Hours

Walgreens Pharmacy

1100 N. Collier Blvd, Marco Island, FL 34145
Phone 239. 389.2888 | Open 24 hours

*Reference herein to any specific commercial products, process, or service does not necessarily constitute or imply its endorsement, recommendation, or favoring by Marriott International or JW Marriott Marco Island Beach Resort.



SAFETY & SECURITY

at JW Marriott Marco Island Beach Resort



As we ask you to think about adding Safety Tips to your attendee packets, we also ask that you consider adding the following information:

To ensure that everyone has a safe and comfortable stay while at JW Marriott Marco Island Beach Resort, please take a moment to read the following and familiarize yourself with the safety features and procedures of this resort.

FIRE SAFETY FEATURES

Please make note of the locations of hallway fire exits and stairwells. In the event of a fire, please follow the steps below:

- To report a fire, *dial '0' on a guestroom phone* and give your name, location, and nature of the emergency.
 - In case of an emergency that requires you to evacuate the building, the public address system will announce what steps you need to take to exit the building safely.
- Please keep the following in mind when preparing to evacuate your room:*
- Take your room key with you.
 - Test the door for heat and smoke before exiting by feeling it with the back of your hand.
 - Never grab the door handle in the event of fire or smoke.
 - If the hallway is clear, exit by using the nearest stairwell.

- Never use the elevators in case of an evacuation.

FIRE SAFETY | WHAT TO DO
If the door is warm or the hallway impassable, during a fire:

- Place a wet towel at the base of the door and *dial '0' on a guestroom phone* to give your name and location.
- Turn off the air conditioner or heater to keep smoke from entering the room.
- Stay low to the floor and avoid inhaling smoke.
- *DO NOT* open windows in the room.
- Stay Calm until the Fire Department personnel arrive on the scene to assist you in the evacuation process.

PERSONAL SECURITY

We encourage you to utilize the Resort's Safety Deposit Boxes located at the Front Desk or safe located in your room to secure your valuables to include currency and jewelry. The Florida Innkeepers Act limits the liability of the Resort for loss or damage of personal property to include valuables. *Never leave valuables unattended.*

The Resort has provided your room with a dead bolt and safety latch. We encourage you to double lock your door when you are inside your room. It is also important to always first identify individuals before admitting them to your room. Please use the "peephole" before opening the door for anyone. If you cannot identify someone and would like Security to investigate, **please call the emergency number '2722' from your guestroom phone.**

PHONE SCAMS

Hotel staff will never call your room and ask for credit card information over the phone. If you receive a call, no matter how convincing, hang up and call the front desk by *dialing '0' on a guestroom phone* to report the incident immediately.

LOST & FOUND

Security can assist you with lost and found items 24 hours/day.

Lost and Found items are kept for 90 days, at which time they are donated to local charities. Lost and Found Credit Cards are kept secured for 3 days, at which time they are destroyed in a cross-cut shredder.

ABOUT US

It is the primary goal of the Security Team to ensure our guests and personal belongings stay safe while staying at the JW Marriott Marco Island Beach Resort.

CONTACT US

JW Marriott Marco Island Beach Resort

Security Department

Phone | 239.642.2722

Director of Safety & Security

Victor Castro

Office | 239.642.2723

Email | Victor.m.castro@Marriott.com

if you
SEE SOMETHING,
SAY SOMETHING.

Please report any suspicious activity at JW Marco Island to the Security Department at

Tel. 239.642.2722