



FAMILY HOUSE INFORMATION AND POLICIES

As of January 2026



Welcome! The policies outlined here are in place for the safety and security of all guests. Please respect these policies. Advise a staff member if you witness anything of concern. Thank you!

Scan for weekly complimentary meal menus and shuttle schedule

IDENTIFICATION

All guests staying at Family House will be issued a silicon wristband they will be required to wear throughout their stay. Individuals observed in Family House without a wristband, a Visitor's nametag or an employee name badge should be reported to the Manager immediately.

NO DRINKING/NO ILLEGAL DRUGS

Drinking alcoholic beverages or using illegal drugs in Family House, including your room, the parking lot, walkways, and porch is strictly prohibited, and is grounds for immediate dismissal from the House. Alcohol is NOT permitted in your room.

FIRE ALARM

A fire alarm system is operational 24 hours a day. If the alarm sounds, proceed to the nearest exit. Fire evacuation routes are posted on the back of your room door. Gather in the parking lot and wait for further instructions from our staff. If you are unable to leave the building without help, stay in your room and dial 911. Give the 911 operator your room number and indicate you need help evacuating.

CLOSED CIRCUIT TV MONITORING

Guests are advised that several areas, inside and outside of Family House, have closed circuit TV cameras installed. While recording and monitoring may occur at times, each guest is responsible for his or her own safety and the security of his or her own property.

NO SMOKING

SECU Family House is a smoke-free facility. Smoking (including e-cigarettes/vapes) is NOT permitted anywhere inside the house, in the parking lot, or on the grounds. Violation of this policy will result in immediate dismissal from the House. At the end of the service entrance driveway there are benches available for smoking that are not on House grounds.

CONTAGIOUS DISEASES

Should you come down with a contagious disease during your stay, please inform the staff immediately. For the well-being of guests with fragile health, we will help you make alternate lodging arrangements.

IMPORTANT REMINDER

Please DO NOT OPEN THE DOOR to Family House for anyone. Only authorized staff or volunteers can admit visitors or guests.

GUEST ROOMS

Rooms are furnished with a TV, in-room safe, and an alarm clock. Clean linens and towels are provided at your arrival, and once a week, but we ask you to dispose of trash daily in the dumpsters. Weekly Service is performed by Housekeeping and consists of light cleaning, bed change and clean towels on your 7th day.

FIREARMS AND WEAPONS

Firearms and weapons are prohibited in the House or grounds. The discovery of any type of weapon will result in the immediate dismissal from the House.

FLOWERS/PETS/CANDLES

For infection control and safety reasons, live plants, flowers, pets and candles are not allowed inside SECU Family House. Service Dogs providing assistance to a person with a disability are allowed.

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complimentary meal menus
and shuttle schedule



LAUNDRY ROOMS

There is a laundry room located near the end of each wing in the main building, and on the first floor of the Pine Building. An iron, ironing board, washers and dryers are provided at no charge and are available from 8AM to 10PM. Detergent is available at the front desk, upon request.

KITCHEN AND FOOD GUIDELINES

The pantry and kitchen are available for guests to store and cook food. Dining is limited to the tables currently in place. Meal schedule and menus are posted throughout the House or you can access via the QR code on the top of this page. Family House provides coffee at the coffee bars in the main dining room and outside the kitchen in the Pine Wing.

NO FOOD ALLOWED IN ROOMS

VISITORS AND MINORS

Guests are permitted to receive visitors in the common areas but not in guest rooms. Guests 14 years old and under must be supervised at all times.

FREE SHUTTLE

The UNC Hospital shuttle serves Family House Monday through Friday. Pick up to return to Family House is arranged by calling 984-974-0465. A copy of the "to the Hospital" shuttle schedule is maintained in the lobby across from the front desk or via the QR code on this page.

LIBRARY/QUIET ROOM

The Quiet room is available for your use. There are books available to borrow and computers, with a printer for guest use. There are also books in the Great Room of the Main Building and the Hearth Room in the Pine Wing.

QUIET HOURS

Designated quiet hours are 10PM to 8AM. In courtesy for all of our guests, please refrain from playing loud music, using the laundry facilities, or making other noise.

OFFICE HOURS

A House Manager is available 7 days a week, including most holidays, from 9AM to 9PM. If you need help after these hours, there is a security guard at the front desk.

MAINTENANCE NEED? LOST ITEM?

Please contact the Front Desk for maintenance requests or if you have lost an item. They can be reached at 919.932.8000.

CHECK OUT TIME

The latest check-out time is 11AM. Arrangements to stay later must be made with the House Manager or an additional day may be charged.

CHECK-OUT PROCEDURE BEFORE LEAVING YOUR ROOM

Please complete the following before leaving:

- Put dirty towels and linens in plastic basket provided & leave in your room.
- Clean out refrigerator.
- Take all trash to dumpster.
- Remove items from the in-room safe.
- Check the room carefully to make sure you are not forgetting any personal items.
- Complete Guest Satisfaction Survey & return to front desk in envelope with keys.

Scan for Online Survey



CHECK-OUT

Please come to the Front Desk before leaving and turn in the envelope with keys and a completed satisfaction survey. At this time, you should pay any outstanding charges. If you leave before the Front Desk is open, you may leave your envelope on the desk, but please call us between 9AM and 10AM and let us know you have vacated the room. This will avoid you being charged for extra nights and will allow us to get the room ready for another guest.