Press Release – Seven Clans Casino Thief River Falls

5/22/2017

It has recently come to our attention that there was a guest that encountered a bed bug issue in one of the rooms at our Thief River Falls property. The guest posted the video to Facebook.

In response, we wanted to communicate to our guests that we had *already* begun taking the necessary steps to remedy this issue so as to ensure that our guests have the best possible experience.

We inspect, and when necessary, treat hotel rooms on property that have this issue. And we have already put in place a program to treat the entire hotel for this issue prior to the new beds, furniture, and carpeting being installed later this year.

Not to pass the blame or attempt to explain away the issue but it is important to note that bed bugs in the United States have become a rampant issue. There has been close to a 50% increase in bed bugs in hotel rooms in New York City (including 5 star hotels) and cities large and small across the country. Hotels such as ours will always face this battle.

We sincerely regret that a room that ‘did not pass muster’ was rented and occupied by a guest.  As soon as we were aware of the issue, we took appropriate and immediate steps to remedy the situation as quickly as possible including shutting down the room and quarantining it for treatment. We can assure our guests that this issue is NOT wide spread in the hotel and this is an isolated incident. We, as most all hotels, do have a history of battling bed bugs but it has never gotten worse than a handful of rooms and we have addressed the issues immediately when they’ve occurred.

Our goal at Thief River Falls is to do our utmost in making sure that all guests have a pleasant and comfortable stay. Our property is undergoing major changes in the hotel, waterpark, and personnel wise. We ask that our loyal customers and new customers alike bear with us as change takes time.

-Seven Clans Casino Executive Management