

Incident Report

No. 25-IR-76

Incident Heading: Bed Bugs

Date: 8/24/2025

Subject: Chang Yoon, Guest, Rm #731

Claim #: Hotel Records Only



Sheraton Inner Harbor Hotel

300 South Charles Street, Baltimore, MD 21201

Phone: 410-962-8300

Fax:



Closed
8/26/2025

Incident Report

Sheraton Inner Harbor Hotel
300 South Charles Street, Baltimore, MD 21201

Incident Heading : Bed Bugs

Report Number	25-IR-76	Incident Date & Time	8/24/2025 00:48
Incident Type	Alleged Bug Bites	Reported Date & Time	8/24/2025 00:49
Incident Location	7th Floor, Guest Rooms	Written Date & Time	8/24/2025 01:03

Subject

Subject	Chang Yoon	Arrival - Departure	8/24/2025 - 8/25/2025
Subject Type	Guest	Group/Company	<i>N/A</i>
Room Number	731	Email	<i>N/A</i>

Subject Address

N/A

Incident Narrative

On the above date and time, front desk associate Gloria Jones notified security base that registered Chang Yoon of guest room 731 was complaining of bugs inside of her room. Gloria stated that Chang Yoon came to the front desk with bug inside of a plastic bag and pictures that were taken of the bug. Gloria moved Chang Yoon to guest 1429, comped her stay, issued her breakfast and refunded her points. Guest room 731 will be placed in out of service and Orkin pest service will be notified.

Investigation/Follow Up

N/A

Witnesses

N/A

Does Incident involve a Vehicle ?

N/A

Lock Interrogation

N/A

Pictures / Video Taken ?

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N/A

Was Evidence Collected ?

Item Description	bed bug in plastic	Date & Time	8/24/2025 01:02
Location Stored	Loss prevention	Disposition	In Storage

Report Distributed To

N/A

Report Incident to Claims

N/A

Reporting Party

Reported By	Gloria Jones	Written By	Shavasha Dickerson	Reviewed By	David Adkins
	Front Office		Loss Prevention		Loss Prevention

Printed By

Date & Time	09/06/2025 03:05	Printed By	Shavasha Dickerson	Signature	_____
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