MAYO CLINIC

# Concierge Services

## Minnesota

### CONCIERGE SERVICES

Being away from home for medical care can be an uncertain time filled with questions. Our Concierge Services team is here to help by providing information and guidance with travel, tourism, and community resources. From lodging and transportation to restaurants and sightseeing, our concierge team will help make your Mayo Clinic visit as worry-free and enjoyable as possible.

**Contact Information**

**Phone** 507-538-8438
Monday – Friday, 7:00 am to 5:00 pm (CST)

**Email** concierge@mayo.edu

**Hours** *Walk-ins inside the International Center*
Monday – Friday, 8:00 am to 5:00 pm (CST)

*Walk-ins in the Kahler Subway (KA SL 119)*
Monday – Friday, 8:30 am to 4:00 pm

### PATIENT TRAVEL SERVICES

Mayo Clinic also offers fee-based personal travel services to assist patients and families. Services include:

- Flight reservations
- Changes to existing travel itineraries
- Hotel reservations
- Ground transportation, including shuttles, limousine service, and car rental reservations

**Contact Information**

**Phone** 720-956-6055
866-551-3392 (toll free in U.S. and Canada)

**Email** mayopatienttravel@ctm.com

**Hours** Monday – Friday, 8:30 am to 5:30 pm

### LODGING

There are many hotels, motels, guest homes, and extended stay apartments throughout the city of Rochester. Most offer a free shuttle service to Mayo Clinic. Many of the outlying properties offer lower rates or additional amenities such as larger rooms, free breakfast, and free parking. Please click on the link below to view lodging options and to make reservations. After viewing the list of accommodations, if you would like additional information regarding a specific property, Concierge Services would be happy to provide you with information.

www.rochestercvb.org/stay

### EXPERIENCE ROCHESTER MAGAZINE

The Rochester Convention and Visitors Bureau publishes the Experience Rochester magazine, an informative travel planner that is available online and in print. Please click on the link below or contact Concierge Services if you would like a complimentary copy of this publication mailed to you.

www.rochestercvb.org/go/travel-planner

### ORIENTATION VIDEOS

Mayo Clinic has developed a series of orientation videos to help familiarize new patients and their families to Mayo Clinic. We invite you to take a few minutes to view this series of helpful and informative videos.

videotours.mayoclinic.org/minnesota-videos

### MAYO CLINIC AND ROCHESTER MAPS

www.mayoclinic.org/patient-visitor-guide/minnesota/campus-buildings-maps

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