

## A MESSAGE TO OUR VALUED GUESTS:

While cleanliness and safety have always been at the forefront of our hotel, we have implemented new enhanced protocols and procedures that follow expert recommendations, to ensure we are doing our part to provide a safe environment to protect our guests' and associates.

We will continue to monitor direction from our federal government and as a result protocols are subject to change, as we continue to insure the health and safety of our team members and guests. We appreciate your patience and understanding.



## Our Updated Cancellation Policy:

We've updated our cancellation policy to further accommodate our guests during this time. If you require to cancel/modify your reservation, it can be done up to 24 hours prior to your scheduled date of arrival. Failure to do so or failure to show for your reservation is subject to a cancellation fee equal to first night room and tax.

## SOCIAL DISTANCING & PUBLIC SPACES

- Signage in public spaces will remind our guests to maintain social distancing.
- We will continue to clean surfaces with increased frequency, with focus on all high touch surfaces

## RECEPTION

- We've added partitions at our check-in counter to provide an extra level of precaution for our guests and our associates.
- All Room Key Cards provided will be sanitized
- Contactless check-out
- Limit of one person permitted at the Front Desk for registration, to ensure physical distancing

## HAND SANITIZER

- Hand sanitizing stations are installed at Hotel entrance, at our Front Desk,

outside of each Elevator bank, outside our Pool/fitness area and at our Restaurant entrance.

## GUEST ROOMS

- Enhanced procedures to thoroughly clean all surfaces with hospital-grade disinfectants
- Reduction of in-room furnishings and high touch items
- All Guest rooms will be left vacant for a period of time between visits

## POOL & FITNESS FACILITIES

- Our pool and fitness facilities will remain closed until further direction from the Provincial Government
- Upon re-opening we will have increased sanitation practices
- Physical distancing will include limited number of guests' in both the pool and fitness facility