

# Our Commitment: Keeping You Safe And Healthy With Our Cleaning Standards

As travel begins to reopen, we welcome our loyal guests back as we meet your health, comfort and safe stay standards. Our standards of exquisite cleanliness have been enhanced to meet your heightened awareness and expectation of cleanliness when it comes to your accommodations away from home. For more than 100 years, we've been here to look after you – and continue to do so even in these changing times.

Over the past years, we have consistently been recognized with the BC Hotel Association Housekeeping Award. We've taken that excellence and incorporated it with the guidance provided by the BC Center for Disease Control and WorkSafe BC, Hotel Association of Canada and the BC Hotel Association Tourism & Hospitality Best Practices Guidelines for accommodations.

Some changes will be clearly visible, such as wearing masks in public areas, hand sanitizer stations and notices, while others are behind the scenes, such as training and follow-up of new enhanced practices designed to keep you, our guests, and our employees healthy and safe. Here's what we're doing:

## 1. **Front Desk and Lobby:**

- Face coverings/masks are required in all public areas inside the hotel.
- Self-check in is in place for your arrival. No keys are required. Welcome package is provided to you digitally. Hard copy is available upon request.
- Practicing social distancing.
- We will prominently post signs describing best practices for social distancing, hand sanitizing.
- Enhanced sanitization procedures by our employees on all guest touch points throughout the hotel with disinfecting taking place regularly.
- Sanitizing stations are available throughout the hotel.

## 2. **Guest Room and Housekeeping:**

- Enhanced and thorough cleaning protocols will be implemented in guest rooms. Guest room will “rest” for a minimum 3 hours after check-out, at which time the room, linens and all touch points, for example, faucets, door handles, light switches, thermostats, clocks and hangers will be cleaned and disinfected with products aimed at killing COVID-19.

- Unnecessary items are removed from guest rooms, such as decorative pillows, bed scarves, paper notepads and pens, guest services directories.
- For guest and employee safety and well-being, we will not provide daily housekeeping. Where additional supplies or changes are needed, we will place them in the corridor at your door for you to make the exchange with the soiled items.

### 3. **Meeting Rooms:**

- When allowed to open, meeting rooms will be cleaned on closely monitored schedules with disinfecting chemicals
- Hand sanitizer or wipes will be provided for guests and employees in all public areas.

### 4. **Hotel Employees and Staff Requirements:**

- Our employees have been advised to stay home if they are unwell or if they knowingly have had potential exposure to Covid-19. If they begin to show symptoms while at work, they will be instructed to return home and seek appropriate medical support.
- Our employees have been reminded of best practices to minimize the spread of germs and viruses. These protocols include frequent hand washing, coughing or sneezing into their sleeve or tissues and minimizing face touching.
- Personal Protective Equipment will be used by laundry and housekeeping employees. They have been instructed with proper use.
- Employee workstations will be cleaned and disinfected after every shift.

Our guests and employees health and safety is always important and particularly so at this time with the current pandemic. Our goal is to provide that health and safety while continuing with the service we've been known for over the past 100+ years.