



Ensuring the safety and security of our guests and staff is of utmost importance to us. In light of the potential risks associated with COVID-19, we are implementing a number of measures of protection so that all who walk through our doors can do so with assurance and peace of mind.

We will continue to update our policies and protocols on this page as the situation evolves.

Health & Safety

Building upon our already high standards of hygiene, we have created enhanced protocols for all areas of the hotel and restaurant.

We are in compliance with the Stay Safe Certification by the World Travel & Tourism Council

We have been partnered with Ecolab for many years and continue to use their products, which are EPA certified for disinfection and sanitation of COVID-19, in all areas of the hotel and restaurant.

All public and staff areas are cleaned and sanitized regularly throughout each day.

Staff Protocols

All staff are required to wear a mask at all times.

Upon arrival, all staff are required to have their temperature taken before entering the hotel. Any staff member showing symptoms of any kind will not be permitted to enter and will immediately be sent to be tested for COVID-19.

Staff are required to wash their hands every 30 minutes as outlined by the Ministry of Health.

Staff must change their clothes into their uniform immediately upon arrival to the hotel.

Social distancing is required amongst all staff members during break times and for any extended periods of contact.

If any staff member experiences any symptoms or has a family member with symptoms, they are to report it immediately. They will not be permitted to enter the hotel premises and will be sent to be tested for COVID-19.

A room in the hotel will be designated for the purpose of properly isolating any staff member of whom any suspicion of contraction of the virus becomes evident while the employee is at



work. The staff member will remain in isolation until the health department can be notified and appropriate action taken.

Staff are trained and updated continuously on any changes in protocol and are under constant supervision.

Hand sanitizer is available in many locations throughout the property for use by guests and staff.

Reception – What to expect when you arrive

Protective acrylic screens have been installed at the reception desk for the safety of our guests and staff.

All guests are required to use a face covering unless they are in their guest room or seated at a table in the restaurant.

A handwashing station is located at the front door of the hotel for all guests and staff to wash their hands before entering.

Our receptionists and bellboys are required to wear masks and maintain a distance of 1.8m at all times.

All guest's temperature will be taken upon arrival.

Guest's luggage will be disinfected prior to being taken to their room.

Physical touchpoints and the exchange of items between guests and staff will be kept to a minimum.

All items that are passed from a receptionist to a guest will be disinfected prior to handing over to the guest and upon return.

All items behind the reception desk (keyboards, phones, etc.) will be disinfected at the start, halfway through, and at the end of every shift.

The reception counter, lobby phone, chairs and tables will be disinfected after every use.

Hand sanitizer is available in many locations throughout the property for use by guests and staff.



Housekeeping and Room Maintenance

Above and beyond our regular, detailed and rigorous housecleaning procedures, we have implemented the following:

A safety seal will be found on the door of every check-in ready room indicating that the room and all amenities have been deep cleaned for guest use and that no one has entered the room since the cleaning.

During check in, guests will be asked whether or not they would like to receive housekeeping service during their stay. Should they change their mind, it can be communicated to reception at any point during their stay.

All housekeeping and maintenance staff are required to wear masks at all times.

Staff are required to sanitize their hands and shoes before entering any guest room.

Whenever possible, staff are not to enter a room while a guest is in it. In situations where this is unavoidable, both the staff member and guests must wear masks.

High touch areas in guest rooms (light switches, door handles, remote controls, table and counter tops, chairs, telephones, and floors, etc.) will regularly receive additional disinfection.

Minibars will be sanitized between every stay and products will be replaced with new ones.

Bed linens will be changed every other day unless otherwise specified by guest. Towels will be changed daily.

Digital Guest Directory

High temperature laundering and Ecolab detergent are used for all linens and towels, compliant with CDC guidelines.

Restaurant

Enhancing our already exceptionally high standard of service and hygiene, we have implemented the following changes to keep our guests and staff safe:

Staff are required to wear masks at all times.

Staff must wash their hands every 30 minutes as required by the Ministry of Health.



Restaurant capacity has been reduced to 50% in compliance with the measures outlined by the Ministry of Health.

Tables are distanced to accommodate a minimum of 1.8m between diners.

All restaurant guests are required to wear a mask at all times when not seated at a table.

Guest's temperature will be taken upon arrival.

Digital menus are offered by QR code.

Table set up will be completed once diners have ordered to avoid exposure and contamination of utensils.

Cutlery is heated prior to delivery to table for diners' safety.

Complete sanitization of tables and chairs in between each use.

High temperature laundering and Ecolab detergent are used for all table linens, compliant with CDC guidelines.

Room service is available at no extra charge.

All restaurant staff are up to date with their Food Handling Certification.