

# COMMITMENT TO SAFETY AND CLEANLINESS

At the Pinnacle Hotel Harbourfront the safety and security of our guests and staff remain our highest priority.

Here are some of the things you can expect from us as we ensure a healthy and fresh environment for everyone:

## General Guest Experience:

- Hotel is compliant with the guidelines provided by the provincial health authority.
- Modified Check-In and Check-Out experiences, allowing for more social distancing.
- Health questions asked of all guests at check-in.
- Enhanced & frequent sanitizing of frequent guest touch points in public areas.
- Face masks are mandatory in all public spaces, and are available for guests upon request
- Access to certain services may be limited or modified in order to ensure the safety of all guests (pool, hot tub, fitness centre).
- Directional signage throughout the hotel to create a safe travel path for everyone.
- Some limitations to daily housekeeping services to minimize interactions between guests and staff.
- Guests will need to plan extra time to travel through the hotel's public spaces due to social distancing.

## Meeting Experience:

- Additional cleaning and sanitation tools present in meeting spaces.
- Hand sanitizers throughout meeting spaces and public areas.
- Staff trained on social distancing best practices
- Set up and tear down of conferences will follow all provincial health authority cleaning and sanitizing guidelines.
- Cleaning and sanitizing of tables, chairs and touch points throughout conference.
- F&B to be served following provincial health authority and provincial government industry guidelines, social distancing, modified buffets and staff wearing PPE.
- Individual Healthy Meeting Kits available upon request. (1 per guest)

***We continue to monitor the local and national health authorities for further directives to ensure a safe environment for guests and staff. This includes ongoing evaluation of newer technologies that will further enhance cleanliness throughout the hotel.***