



## DUTY OF CARE

The continued health and well-being of our guests is of utmost importance to us. Please know we have made the following enhancements to our services and protocols to ensure you continue to feel safe and comfortable during your visit. Please know that our Luxury Travel Team and Guest Service Ambassadors look forward to serving you.

- Occupancy in all areas have been reduced and redesigned to promote 'physical distancing'.
- Additional Guest Ambassadors and signage will be available to assist you, including an introduction to *IVY*, our 'virtual' Concierge upon check-in.
- Public areas will now include safety partitions and cashless payment options.
- All members of our team are required to complete our Covid-19 Standard Operation Procedures, including training on our new and improved cleaning & sanitation protocols, use of personal protective equipment, and physical distancing protocols. The entire team is monitored daily to ensure that we are 100% healthy to serve.
- We have proudly prepared for your arrival by sanitizing and disinfecting the property and the amenities available to you, to meet and exceed published guidelines. We will continue to make further enhancements to meet changing demands.
- Some services with 'high' touch have been temporarily suspended or limited to 'request only' services. These include Turn Down Services. In addition, stay over cleaning will be provided on request to respect your private space. Arrangements can be made through *IVY* or Front Desk on a personalized basis.

## Guest Rooms

*The Vintage Hotel Collection has established Covid-19 Standard Operating Procedures for Housekeeping, Maintenance and Laundry Services. These procedures have been designed to address newly developed service and preparation protocols along with an extensive cleaning and sanitation regiment to meet and exceed published guidelines.*

- You will be provided with sanitized, single use keys.
- No Team Member will be granted access to your guest room, unless authorized by you. This includes members of our Housekeeping and Maintenance teams.
- Amenities for your room will be preselected and delivered to your guest room in sanitized packaging.
- Hotel Information is available to you on Channel 62 on your Television. Please visit [vintage-hotels.com](http://vintage-hotels.com) to view our menus.
- Please note that *IVY*, our virtual concierge is available 24 hours a day to accommodate any and all requests via text messaging. Please let us know what you need immediately!

## Food & Beverage

*The Vintage Hotel Collection has established Covid-19 Standard Operating Procedures for Dining, Lounge, Patio and Room Service. These procedures have been designed to address newly developed service and preparation protocols along with an extensive cleaning and sanitation regiment to meet and exceed published guidelines.*

- Restaurants and Lounges will have reduced capacities and greater table spacing for physical distancing. Advance Reservations will be required to ensure you have a table.
- Hand Sanitizer Stations will be available at each restaurant entrance for guest use upon arrival
- Floor markers have been placed to indicate physical distancing and directional flow throughout the restaurant. Including separate designated entrances and exits.
- We've developed a less is more approach where your table will be set for you upon arrival, customized, to suit your dining selections.
- Menus will be available electronically or single use paper. Even your pen for signing charges to your room, will be single use.
- Upon Guest departure, all contents from the table will be removed including the table cloth and replaced with a fresh clean table cloth.
- Option for a receipt to be texted or emailed instead of a paper copy.

## Spa and Facilities

*The Vintage Hotel Collection has established Covid-19 Standard Operating Procedures for Spa Treatments and Spa Facilities. These procedures have been designed to address service and preparation protocols along with an extensive cleaning and sanitation regiment to meet and exceed published guidelines.*

- Pool facilities will be open to Hotel Guests only.
- The Spa is available by appointment only.
- The facilities are being sanitized following each use.
- Hotel Guests are welcome to arrive at the spa for their appointment in the robe provided in your guest room, or change in the treatment room prior to your service.
- Spa Services – we are adhering to recommendations and guidelines of both the College of Massage Therapists and the Spa & Wellness Association of Canada. We will follow strict guidelines on the use of personal protective equipment. All facilities and equipment will be sanitized following each use. physical Distancing will include assigned seating in waiting areas and spacing of treatment rooms and stations.

## Wine Trolley

- Our Signature Wine Trolley tours have resumed. A mask must be worn to board and ride the trolley. Capacity has been restricted to promote physical distancing. Advance Reservations are required. You can now reserve with the Luxury Travel Team or inquire at the Front Desk.
- Wineries and establishments have reopened, offering tastings with advance reservations. Most have an on-line reservation system on their websites for added convenience. Complimentary Tastings and Tours are no longer being offered at this time. Please visit our Guest Ambassadors at Front Desk to inquire about our list of preapproved partners.