



## Care and Cleanliness Commitment

*Current as of Friday January 22<sup>nd</sup>*

The 124 on Queen Team continues to take great care to ensure that the highest cleanliness standards and safety of our guests and staff are being met and will follow all recommended provincial and regional guidelines that have been put in place.

We wish to thank all of our guests and clients for their ongoing support, patience, and understanding as policies and procedures may be changed during this time and some aspects of your stay may be slightly different than in the past.

Our personal commitment is to welcome you for a memorable experience while keeping everyone well.

Should you have any questions about the below practices, please contact our Team at [office@124queen.com](mailto:office@124queen.com) or 1 (855) 988-4552

### **Current Status: State of Emergency**

The Province of Ontario including Niagara-on-the-Lake is currently in a State of Emergency, with restrictions currently in place until an anticipated date of at least February 11<sup>th</sup>, 2021.

Please refer to the below list for the status of all services of 124 on Queen Hotel & Spa.

**Accommodations:** The Hotel will be open for overnight stays on weekends only, consisting of **Friday & Saturday evenings**. Weekday stays will not be available until further notice. Phones and emails will continue to be monitored and responded to on all days, with reduced hours.

**Dining:** Dining is available via curbside pickup at our partner Treadwell Cuisine. In-Room Dinner packages are available – please contact the front desk for arrangements. Our complimentary breakfast will still be available in a To-Go pick-up fashion.

**Spa at 124:** Will be closed until further notice from the Ontario Government.

**Retail Boutique:** Will be available via curbside pickup appointment. Orders and pick up times must be pre-arranged by calling or emailing 905-468-4552 or [office@124queen.com](mailto:office@124queen.com)

**Event Spaces:** Will be closed until further notice from the Ontario Government.

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**Mask Policy:** In compliance with Provincial and Regional regulations, masks must be worn in all public spaces, including the Hotel lobby, guest hallways and during treatments at the Spa at 124.

### **Public Spaces and Communal Areas**

- Masks will be required by both staff and guests in the Hotel Lobby and Spa in compliance with Niagara-on-the-Lake By-law 5248-20
- Surfaces in public areas will be cleaned and disinfected multiple times a day with particular attention to high-touch, hard non-porous items
- High-touch surfaces will be disinfected after each guest or staff use (ie. Front Desk counter, payment machines, pens, etc.)
- Additional hand-sanitizing stations (contactless where possible) will be installed at hotel entrances and near the front desk, elevator, spa, event spaces, and so on.
- Limited number of guests in the lobby will be maintained
- Signs placed in lobby and spa to remind guests of physical distancing protocols
- Guests and staff advised to stand at least six (6) feet apart from individuals not travelling together
- Floor decals placed to assist with maintaining physical distancing
- Furniture in public areas will be either removed or rearranged to allow more space
- One-way guest flow through lobby with marked entrance and exits provided Staff will assist with all retail browsing and some items may be removed from shelves
- Any retail items that cannot be sanitized will be placed aside for a 48 hour rest period

### **Guest Contact**

- Partitions have been installed at the front desk
- Contactless payments will be encouraged
- Cash is not currently accepted
- Guestroom keys will be sanitized
- Shuttle service will be suspended temporarily to promote physical distancing
- Additional hand-sanitizing stations (contactless where possible) will be installed at hotel entrances and near the front desk, elevator, spa, event spaces, and so on.
- Guests will be asked a series of self-assessment Covid-19 screening questions prior to check-in
- Contact information will be updated and confirmed at time of check-in for contact tracing purposes

### **Guestroom Care**

- Enhanced cleaning and disinfecting regimen with particular attention to high-touch, hard non-porous items such as remotes, temperature controls, handles, tables, telephones, light switches, alarm clocks, and so on.
- Sterilization of any in-room chinaware, glassware and cutlery using high temperature washing equipment
- Housekeeping staff will maintain masks and gloves while cleaning
- Any deliveries to guestrooms will be made contactless
- Reduction or removal of some in room décor items
- Reduction or removal of paper-based amenities such as guest room pens, paper and guest directories



- Stay-over service will be temporarily suspended. Staff will not enter a guestroom during a guest stay unless specifically requested and approved by the Guest and Hotel Management. Staff will wear mask, gloves and maintain physical distance if entering a guestroom is required during a guest stay
- Each guestroom will receive a daily phone call should any assistance or additional supplies be required during a guest's stay
- Housekeeping will deep clean and disinfect each guestroom after departure
- Early check-ins and late checkouts will be limited in order for the guestroom to be vacant as long as possible

#### **Spa – closed until further notice**

- Some treatments may be suspended temporarily
- Contactless temperatures will be taken of each individual checking into the spa
- Temperatures of 103 F (39.4 C) or higher will be taken a second time. Should a temperature still read 103 F (39.4 C) or higher then that individual may not be permitted into the Spa
- A Self-Assessment Covi-19 questionnaire will be administered and reviewed
- Guests may be asked a series of screening questions at time of reservations and/or arrival at the Spa
- Contact information will be confirmed at time of check-in for contact tracing purposes
- Please view the Spa's Care & Cleanliness Commitment [here](#)

#### **Employee and Back of House**

- Well being checks of all employees as well as physical temperature checks prior to start of shifts will take place
- Physical distancing among employees shall be practiced in employee staffing rooms, shared office space and other high-density staff areas
- Employees will be trained on and will comply with the protective measures recommended by WHO such as hand washing, physical distancing, avoiding touching eyes, nose and mouth, proper respiratory etiquette, and so on.
- All employees shall receive COVID-19 safety and sanitation training
- Appropriate PPE will be worn by employees where appropriate along with appropriate training for use and disposal
- Shared tools and equipment will be disinfected after each shift or when transferring to a new employee
- Hotel shall follow PHAC guidelines for staff and businesses, including instructing any employees with suspected COVID-19 to self-isolate for the required amount of time, as defined by the PHAC, from the onset of symptoms and be symptom-free for at least three days without medication.

#### **Food Safety**

- All culinary services are provided by Treadwell Cuisine and Catering and they are taking care within their company to have enhanced sanitization, disinfecting, and social distancing protocols
- Food deliveries will be made contactless using single use packaging. Packaging will be biodegradable or sustainable wherever possible
- Please view Treadwell's company statement regarding their Covid-19 protocols [here](#)



### **Should a Presumptive COVID-19 Case be Identified**

- In the event of a presumptive COVID-19 case the affected guestroom will be removed from inventory and quarantined. The guestroom will not return to inventory until after the quarantine period concludes and after having an enhanced cleaning and disinfecting regimen completed following CDC guidelines.
- Confirmed cases of COVID-19 shall be immediately reported to local health authorities in accordance with appropriate actions recommended by the PHAC.

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