



NIAGARA'S FINEST HOTELS

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 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 (Hotel, Dining, and Lounge) have been reduced and redesigned to promote 'physical distancing'.
- Additional Guest Ambassadors and signage will be available to assist you.
- Public areas will now include safety partitions and cashless payments.
- Access upon arrival will be limited to one point of entry to ensure we can safely greet and welcome you.
- All members of our team are required to complete our newly developed 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 Luxury Travel team will be 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.
- Services with 'high' touch have been temporarily suspended or limited to 'request only' services. These include: Valet, Gift Shop, Newspaper Delivery, Shuttle Transport and Turn Down Services.

Guest Rooms

Effective May 2020, the Niagara's Finest 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.

- Guest rooms will remain vacant for a period of time between visits.
- Arrivals will be staggered to promote physical distancing.
- 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.

Food & Beverage

Effective May 2020, the Niagara's Finest 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.
- Markers will be located on the floor to indicate where our Team Member will stand while speaking to guests at a table. Team Members will adhere to a 6' distance when servicing your table.
- Menus will be available electronically or single use paper. Even your pen for signing charges to your room, will be single use.
- Buffet Style menu options have been suspended.
- Service Standards have been modified to ensure each guest interacts with only one member of the team, reducing over handling of service items and visits to your

table. There will be only one team member serving guests and an additional Team Member specific to clearing away dishes from the table.

- Condiments and accompaniments will be provided in individual servings.
- 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.
- Room Service Dining – Delivered to your door in sanitized packaging for you to have a safe and private in-room dining experience!
- We offer contactless takeout delivery.
- All public area coffee/tea and wine receptions have been suspended. Please remember that we offer Nespresso Machines and coffee pods for your guest room in addition to a great selection of wines on our Room Service menu.

Shay Club

THE
CHARLES
HOTEL

HARBOUR HOUSE