



LE CAPITOLE

HÔTEL

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COVID-19 WELCOME GUIDE

Mandatory masks

To comply with the government directive, all persons over 12 years of age must wear an appropriate mask inside the hotel. In the restaurant, masks may be removed once individuals are seated at a table. For the health and well being of everyone, the hotel reserves the right to refuse entry to any person who fails to comply. According to law, individuals who violate the directive could face fines between \$400 and \$6,000.

A safer environment

You will be welcomed by a dedicated team trained on the importance of ensuring the highest cleaning standards in the sensitive context of COVID 19. Rest assured that each and every employee, provider and guest you meet in the complex has passed the screening questions.

While we already had strict cleaning protocols that met the high standards of the industry, we have implemented additional disinfection procedures to ensure everything in our shared spaces that is handled by our employees and guests is regularly disinfected. For example, door handles, handrails, furniture, credit card readers, washrooms, chairs, and sports and recreation equipment are cleaned several times a day.

To further reassure you, our cancellation policy has been relaxed. If your health changes or if you feel increased concern over the current situation, you can cancel your reservation at no cost, even on the day you were expected to arrive.

Virtual pre-check-in

Pre-check-in will be available online by filling out a form sent to you 24 hours prior to your arrival. Virtual pre-check-in will prevent people from gathering in the lobby, where protective glass barriers have been installed so we can still greet you with a smile while avoiding contact. The check-in process will be not only quicker but also much more efficient.

Housekeeping

To make your surroundings safer, we have implemented new measures and protocols, including having a specially trained team meticulously disinfect frequently touched surfaces. The seal on the door guarantees that you are the first person to enter your room after a member of the team has disinfected it. Each room is also left vacant for 24 hours prior to the arrival of new guests.

All non essential items have been removed from the room; however, they are available upon request and will be delivered right to your door. Additional toiletries and fresh towels will also be provided upon request.

To minimize the number of people entering your room, housekeeping services will not be provided during your stay, unless there is an emergency or you let us know about a particular need. Cleaning products and disinfectants will be at your disposal.

Two metre distance

Physical distancing is the most effective way to prevent spreading the virus. We thank you in advance for maintaining a distance of two metres from others. Posters and floor markers have been placed in strategic areas to help you keep an appropriate distance. Common areas have also been rearranged to adhere to the physical distancing rule.

Our employees are committed to maintaining proper distance with each other and guests, as much as possible. When it is not possible to do so, employees are required to wear masks. Management has also decided to limit the establishment's occupancy in order to provide you with additional space in common areas.

Hand sanitizer dispensers

Hand sanitizer dispensers have been placed at all entrances to indoor and outdoor common areas, such as the lobby, restaurant, meeting spaces and elevator landings. Applying hand sanitizer is mandatory when entering and exiting the complex, but we recommend applying it as often as possible during your stay.

This measure also applies to all employees and providers.

Circulating within the complex

To reduce elevator wait times for priority users and people with special conditions, we invite you to take the stairs instead of the elevator, except in specific cases and when carrying your luggage. Elevator capacity is also limited to one family or person at a time.

You will also notice waiting areas marked off in the various service areas, both indoors and outdoors.

We thank you in advance for your collaboration and patience during these exceptional times.



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