



The Sutton Place Hotels



HYGIENE & CLEANLINESS PROTOCOLS

Partnered with

P&G Professional™

The health and safety of our guests and team members is our highest priority. We want you to **book and stay** with absolute confidence, so we developed **Sutton Place PureClean** to elevate our existing high standards of hygiene and cleanliness procedures.



Message from Robert Pratt, President & CEO, The Sutton Place Hotel

Dear Valued Guest,

Following the emergence of COVID-19, our world changed at lightning speed with an impact felt by almost every industry and everyone living and working around the globe. At The Sutton Place Hotel, we have continued to respond quickly and thoughtfully to meet our health and safety commitment to guests, team members, and communities.

As health restrictions begin to lift across Canada cautiously, we know many of you are starting to dream of future trips and may have questions about your health and safety while staying with us. Please know we are counting the days until your arrival, and with the utmost confidence, we can promise the health and safety of our guests and team members is our highest priority.

OUR COMMITMENT TO YOUR HEALTH AND SAFETY

To make sure you book and stay with absolute confidence, we have launched **Sutton Place PureClean**. A program focused on elevating our existing high standards of hygiene and cleanliness procedures for the health and safety of our guests and team members. Starting with our public spaces and high-traffic areas and to reduce personal interaction, we have installed plexiglass shields at our front desk, placed social distancing indicators in all public space, and introduced a sanitized check-in and touchless check-out. We have increased the frequency of sanitizing and disinfecting surfaces and all high-traffic areas using recommended cleaning agents supplied by our partners at P&G Professional and have removed soft materials from guest rooms. As an extra safety measure following each check-out our guest rooms are left vacant for up to 48 hours pending occupancy demand.

We continue to provide a healthy and safe work environment for all our hotel front line workers through enhanced training of our health and safety procedures and providing them with personal protective equipment so they can continue to feel safe while taking care of guests.

WE UNDERSTAND PLANS CHANGE + BEST RATE GUARANTEE

As a guest of The Sutton Place Hotel, we want to thank you for your continued loyalty and the trust you have in us as a hotel partner. We understand the importance of offering great rates and being open-minded and flexible at this time. When you book with us directly, we promise you are always getting the best price. More than ever, we know plans change so we would like to share with you our flexible cancellation policy for all guests who may be reviewing their travel plans. our **Central Reservations Team** between 5:00 am to 11:00 pm (Pacific Standard Time). To amend bookings made through an Online Travel Agency, please contact them directly for assistance.

Thank you for your continued support. We look forward to having you stay with us soon.
Best regards,

Robert Pratt

President & CEO

THE SUTTON PLACE HOTELS



GUEST AND EMPLOYEE HEALTH & SAFETY

The health and safety of our guests is our highest priority. To ensure our guests can book and stay with confidence we developed **Sutton Place PureClean**. The Sutton Place Hotels has partnered with P&G Professional, who's trusted brands, cleaning and disinfection innovations and hygiene protocols will help ensure our infection protocols are best-in-class, our teams are trained to the highest standard, and we have the right solutions to help keep facilities cleaner, safer, and healthier.

FRONT DESK PLEXIGLASS BARRIERS

To reduce personal interaction guests will notice the installation of plexiglass barriers at our front desk.

PHYSICAL DISTANCING

To promote physical distancing, guests will notice social distance indicators at the primary entrance and in high traffic public spaces, such as our lobby and elevator areas. Team members have been trained to not touch their face and to practice social distancing by standing at least six feet away from guests and other team members.

SANITIZED CHECK-IN

All front desk and payment equipment are cleaned with an approved disinfectant from P&G Professional between each guest check-in and includes the items below.

- ✓ Credit card terminals
- ✓ Front desk counter
- ✓ Key machines
- ✓ Pens
- ✓ Keyboards
- ✓ Computer mouse

Any item exchanged from guests to team members (or vice versa) should be placed down and then picked up by the other party while maintaining social distancing.

HANDLING CASH

As part of **Sutton Place PureClean**, we have introduced new hygiene and cleanliness procedures at our front desk around the exchange of items between our team members and our guests, and the handling of cash. All front desk team members wear a set of new gloves or sanitize their hands between each guest interaction behind a plexiglass barrier, with gloves worn for every cash transaction. The exchange of items between a guest and a team member will no longer be handled directly. Any item to be exchanged from guests to team members (or vice versa) should be placed down and then picked up by the other party while maintaining social distancing.

HAND SANITIZATION STATIONS

Hand sanitizer dispensers are placed at key guest and employee entrances and contact areas such as front entrances, hotel lobbies, elevator areas, and in guest rooms. We have hand sanitization stations available for all team members throughout all areas of the hotel.

PERSONAL PROTECTION EQUIPMENT (PPE)

All team members are equipped with masks and gloves. Our team members follow a safe and protective training procedure on the application and removal of PPE, and our housekeepers follow rigorous PPE procedures when cleaning, sanitizing, and disinfecting guest rooms.



FRONT OF HOUSE SIGNAGE

We have placed health and hygiene reminders throughout the property including the proper way to social distance, reduce personal interaction, and communication on where hand sanitizer stations can be found.

BACK OF HOUSE SIGNAGE

Signage will be posted throughout the property reminding team members of the proper way to wear, handle and dispose masks and face coverings, use gloves, wash hands, sneeze and to avoid touching their faces.

EMPLOYEE & GUEST HEALTH CONCERNS

Our team members have been trained on how to respond for all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Team members are instructed to stay home if they do not feel well.

TEAM MEMBER HEALTH & SAFETY

HYGIENE AND CLEANLINESS

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All team members at The Sutton Place Hotels have undergone enhanced training to wash their hands, or use sanitizer frequently throughout the day, and after any of the following activities: checking-in a guest, cleaning a room, refreshing a room, handling dirty linens with fresh gloves worn between the disinfection and refreshing of guest rooms.

DAILY CLEANING INSPECTIONS

Our management team will ensure constant communication and proper PPE, cleaning and disinfection procedures are followed and updated as needed. Our team members have increased the frequency of cleaning, sanitizing, and disinfecting of all public areas with inspections taking place at the end of each shift. All cleaning equipment is thoroughly disinfected at the end of each day.

OVERALL CLEANLINESS

CLEANING PROTOCOLS AND CLEANING AGENTS

P&G Professional, who's trusted brands, cleaning and disinfection innovations and hygiene protocols help ensure our infection protocols are best-in-class, our teams are trained to the highest standard, and we have the right solutions to help keep facilities cleaner, safer, and healthier. In addition to our high standard of industrial cleaning, sanitizing and disinfecting cleaning agents, we have added two new disinfectants with evidence for use against SARS-CoV-2, the coronavirus that causes COVID-19: **Spic and Span Disinfecting All-Purpose Spray and Glass Cleaner** and **Comet Disinfecting Bathroom Cleaner**.

PUBLIC SPACES

We are going above and beyond our standard protocols of cleanliness in all public spaces. We have increased the frequency of cleaning along with introducing new recommended cleaning agents to ensure public spaces remain safe and healthy. Starting with an awareness of our surroundings, our team members will diligently follow social distancing requirements when a guest in the area, and when they are working with other team members, along with wearing masks and a set of new gloves while cleaning. All rug and carpet areas are vacuumed on a throughout the day, and floors, hard surfaces, and high touchpoints effectively cleaned and disinfected with a multi-purpose disinfectant with evidence for



use against SARS-CoV-2, the coronavirus that causes COVID-19. Some of the specific high-touch items we clean and disinfect with a multi-purpose disinfectant are:

- ✓ Front desk check-in counters
- ✓ Elevators and elevator buttons
- ✓ Door handles
- ✓ Public bathrooms
- ✓ Room keys and locks
- ✓ ATMs
- ✓ Stair handrails
- ✓ Dining surfaces
- ✓ Seating areas

GUEST ROOMS

A. Cleaning Occupied Rooms

To ensure the safety of our team members and for the comfort of guests, we have enhanced the cleaning of our occupied guest room and have introduced new steps. To achieve social distancing, we ask guests to leave their room unoccupied so our housekeepers feel safe while cleaning, sanitizing, and disinfecting the room. Upon entering the room, housekeepers will wear a mask and a new pair of gloves, and they will open all windows, doors and turn on air movers. All guest rooms will be cleaned and sanitized with an approved disinfectant from P&G Professional, which will be left on the below high-touch points for a recommended period to effectively kill all germs and viruses:

- ✓ Door handles
- ✓ Locks and latches
- ✓ Light switches
- ✓ Desk and counter surfaces
- ✓ Coffee maker
- ✓ Telephones
- ✓ Televisions and remote controls
- ✓ Clock radios
- ✓ Drapery pulls
- ✓ Lamps
- ✓ Trash receptacle touchpoints
- ✓ Toilet flush handles
- ✓ Water faucet handles
- ✓ Toilets and toilet seats, and all flooring

We understand some of our guests do not wish for anyone to enter their room during their stay with us, and our front desk team is happy to coordinate these requests with our housekeeping teams when a guest communicates this request during check-in.

B. Cleaning Checked Out Rooms

After each check-out, the guest room is left vacant for up to 48 hours with windows left open. With personal protective equipment, our housekeepers follow rigorous cleaning procedures to ensure each guest room is cleaned, sanitized, with disinfectant left on all hard surfaces several minutes before being washed for a second time. All the below high touchpoint areas are disinfected:

- ✓ Door handles locks and latches
- ✓ Light switches
- ✓ Desk and counter surfaces
- ✓ Coffee maker

- ✓ Telephones
- ✓ Remote controls
- ✓ Clock radios
- ✓ Drapery pulls
- ✓ Lamps
- ✓ Trash receptacles
- ✓ Toilet flush handles
- ✓ Water faucet handles
- ✓ Trash and recycle containers.

Once the room is cleaned and disinfected, our housekeepers put on fresh gloves to refresh the room with new linens and towels. Rags, cleaning cloths, and mop heads are disinfected before cleaning another guest room, with daily cleaning equipment disinfected at the end of each day. Any items found in a guest room are placed in sealed plastic bag and placed in Lost & Found.

PUBLIC SPACES

Some of the specific high-touch items we clean with a multi-purpose disinfectant are:

- ✓ Doorknobs/push plates
- ✓ Elevator buttons
- ✓ Light switches
- ✓ Luggage carts
- ✓ Water fountain push plate
- ✓ Reception/concierge counters
- ✓ Bellhop stand
- ✓ Public phones and computers
- ✓ Chair armrests
- ✓ End tables

LAUNDRY

Each team member is equipped with personal protective equipment and will wear a mask and a fresh pair of gloves when handling dirty linen. We have dedicated laundry bins to place and transport dirty linen and rags, and these items are NOT transported in an elevator when a guest is present. If a housekeeper has handled dirty linen or transported dirty linen to the laundry room, they will remove gloves, wash, and sanitize their hands before putting on a new pair of gloves before handling clean linens. All linens are thoroughly cleaned with Tide Professional Detergent and Clorox Professional Bleach. There is no food or beverages allowed in our laundry room, and all hard surfaces and laundry equipment are disinfected at the end of each day. Disinfected equipment includes:

- ✓ Laundry carts/bins
- ✓ Laundry baskets
- ✓ Washers
- ✓ Dryers
- ✓ Sinks
- ✓ Folding tables
- ✓ Linen and terry shelving
- ✓ Floors

All clean linen at terry towels is stored in one place, distributed daily to our housekeepers, and immediately placed inside a guest room.

BACK OF HOUSE CLEANING

The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the team member eating areas, team member entrances, uniform control rooms, team members' restrooms, front desk areas, equipment, and office areas.

OUR ENHANCED GUEST JOURNEY

GUEST ARRIVAL

Appropriate signage will also be prominently displayed communicating our commitment to the health and safety of our guests and team members. Each guest will go through a sanitized check-in with front desk team members effectively disinfecting the front desk between each check-in. Proper face covering usage and current physical distancing practices are in use throughout the hotel.

On the way to guest rooms please be ensured our lobby, elevator, and elevator buttons have been disinfected frequently and on a regular basis with signage posted inside each elevator communicating **Sutton Place PureClean**.

GUEST ROOM

Guests will be assigned a room that has been thoroughly cleaned, disinfected, and left vacant for up to 48 hours prior to check-in. All soft material items (decorative pillows, guest room directories, etc.) have been removed from the room and all guest information is now available online at www.suttonplace.com. An individual bottle of hand sanitizer is included in each guest room.

GUEST DEPARTURE

With the launch of **Sutton Place PureClean** we have introduced touchless check-out. Aside from convenience, this service will allow for guests to pay for their rooms with minimal to no personal interaction.

- ✓ If a guest has left a valid credit card during the sanitized check-in process, they simply need to drop their key in our **Sutton Place PureClean** sanitization bucket at the front counter and leave, knowing we will email them their receipt.
- ✓ If a guest prefers is to pay for their room with cash, debit, or different credit card than they used for check-in, they will simply need follow the steps as our sanitized check-in process.

**Thank you for choosing The Sutton Place Hotels,
we look forward to your visit!**

