



HOTEL  
& SPA

## Care and Cleanliness Commitment

*Updated as of May 19, 2022*

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 continually change 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

### **Status under Ontario's Modified Re-Opening Plan:**

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

- 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.
- Signs placed in lobby and spa to remind guests of physical distancing protocols.
- Furniture in public areas will be either removed or rearranged to allow more space.

#### **Guest Contact**

- 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.



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### **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.
- Reduction or removal of some in room décor items.
- 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.
- Each guestroom will receive a daily text through our texting service should any assistance or additional supplies be required during a guest's stay.
- Housekeeping will deep clean and disinfect each guestroom after departure.

### **Spa**

- Spa services have resumed and are available.
- Disinfection of spa areas will be increased and follow each guest treatment.
- Additional hand sanitizer units and disinfecting wipes will be provided for guest use.
- Physical distancing will be maintained between spa clients, including during treatments.
- PPE will be used during treatments where appropriate.
- Contactless payment options will be encouraged.
- Product testers will be removed and provided by request.
- Retail items on display may be limited.

### **Food Safety**

- Indoor and outdoor dining are permitted at full capacity.
- Takeaway culinary service is available via The Gate House Bistro & Starbucks.
- Please view Treadwell's statement regarding their Covid-19 protocols [on their website.](#)

### **Meeting & Events**

- Are permitted at full capacity.
- Guests attending a private meeting, wedding or private dining event are not required to provide proof of vaccination.

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

- 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.



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- 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.
- 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.

**Should a Presumptive COVID-19 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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