THE WESTIN
HARBOUR CASTLE
TORONTO

We recognize that the novel coronavirus (COVID-19) is top of mind for many travelers. We are sharing the following information to help ensure that your attendees have the information they need to plan their stay with us and are aware of our efforts to ensure a healthy stay.

The wellbeing of our guests and associates is of paramount importance. We take standards for hygiene and cleanliness very seriously. Our leadership team is closely monitoring the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO) and local health department updates regarding COVID-19 and following their recommendations on the appropriate health and safety measures. We have well-established hygiene standards and daily cleaning procedures for all parts of the hotel to address both general cleanliness and disinfection. In addition, it is our standard practice to provide ongoing guidance to our hotel teams to promote safety and well-being through awareness, training and the use of everyday preventative practices.

We recognize that the COVID-19 virus has required all of us to be more thoughtful as we go through our daily activities. Our associates are expected to follow the CDC recommendations for everyday preventive actions to help prevent the spread of respiratory diseases and we encourage you to share these practices with your team and your attendees. These include:

- Avoiding close contact with people who are sick.
- Avoiding touching your eyes, nose, and mouth.
- Covering your cough or sneeze with a tissue, then throw the tissue in the trash.
- Washing your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.

Preventive Measures:

- Stand sanitizers (Purell) have been placed around the main lobby and the conference centre foyers.
- Upon request, additional sanitizer bottles may be placed in areas such as guestrooms or wherever a guest may require them. (Please note wherever possible proper handwashing should be utilized)
- The use of disinfectants and anti-bacterial cleaners are used at night to wipe down all surfaces in all public spaces.
- Room Attendants and Public Area Attendants use a peroxide based cleaner to disinfect all surfaces within the guest rooms including desks.
- Room Attendants wear gloves during room cleaning and may use face masks at their discretion.
- All Housekeeping Associates carry individual hand sanitizers at all times.
- To create awareness, signage is posted around the hotel's heart of house for proper hand washing procedures.

Your business is important to us. We greatly value our relationship with you and we are committed to ensuring that our hotel is a comfortable and safe environment for you, your team and your attendees. We will continue to keep a close watch on the latest developments related to COVID-19 and will follow the guidance of government and public health officials.

We look forward to hosting you and working with you to make your event a success.