



THE PARK HOTEL
LONDON
AN ALL SUITE HOTEL



COVID-19 Cleaning & Operational Protocols

a guide to enhanced cleaning and disinfecting protocols
and our commitment to a safe guest and employee experience

A wide-angle photograph of a modern hotel lobby. The space is furnished with several leather armchairs and sofas in shades of brown and grey, arranged around small round tables. In the background, there is a dining area with a long table and chairs, and a bar area. The lighting is warm and ambient, with large pendant lights hanging from the ceiling.

OUR PROMISE

The health and safety of our guests and employees is our top priority. This is why we have created enhanced cleaning and disinfecting protocols that support our commitment to a safe stay experience. We follow the guidance provided by municipal and provincial government at all times.

CLEANLINESS PLAN + ON-GOING TRAINING AND COMMUNICATION | We have developed a cleanliness plan that is being used as the blueprint of our elevated efforts to keep our hotel safe for both our guests and team members. We have appointed cleanliness ambassadors responsible for implementing and communicating updates to our cleanliness protocols and ensuring compliance and training for our employees.

ENHANCED CLEANING PROTOCOLS | We have implemented elevated and more frequent cleaning and sanitizing protocols for all hotel spaces with focus on high-touch and high-traffic areas.

HYGIENE + PERSONAL PROTECTIVE EQUIPMENT | We are promoting frequent hand-washing and the use of PPE including masks for all our team members. We are providing guests with multiple hand sanitizing stations and have removed shared used items.





PUBLIC SPACES

EMPLOYEE CARE

employees will be mindful of high-touch areas such as counters and will ensure proper disinfecting between guests

KEY CARDS

to be sanitized between guest stays and a designated container provided to guests for key drop-off upon check-out

PAPERLESS CHECK-IN

discontinue signing of registration card / contactless verification of guest ID

PAPERLESS CHECK-OUT

electronic receipts will be provided to guests upon departure (paper on request)

PARKING

self-serve underground parking with tap entry for contactless access

PAYMENT

accessible placement and disinfecting of payment terminal after each use

PHYSICAL BARRIERS

plexiglass protective screen installed at the front desk to promote social distancing between guests and employees

PERSONAL PROTECTIVE EQUIPMENT

employees to wear masks at all times while in public spaces and ensure adequate hygiene such as frequent hand washing and/or use of gloves

SANITIZING STATIONS

dispensers placed in high-traffic areas such as near entrance, by elevators, in breakfast area and near meeting spaces



GUESTROOMS

MODIFIED SERVICE

stayover housekeeping service has been discontinued with replenishment of items such as toiletries and towels by request only and delivered via contact-less room drop-off | extended stay service to be scheduled at a time when guest is not in room and performed 1/wk.

EMPLOYEE PPE

employees to wear masks and gloves at all times when in guestrooms

REMOVAL OF ITEMS

removal of non-essential items such as magazines and directories / removal of unused single use items such as toiletries, pens and notepads, coffee pods, etc

ENHANCED CLEANING

deeper cleaning between guest stays with a focus on high-touch items such as handles, knobs, buttons, light switches, temperature controls, and remote controls



FOOD + BEVERAGE

BREAKFAST

Discontinued breakfast buffet - replaced with individually wrapped, grab-and-go menu items

COFFEE STATION

frequent cleaning and disinfecting as needed

FOOD SAFETY

appropriate protective equipment such as masks and gloves to be worn by employees at all times / compliance with all industry and municipal food safety protocols