



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



# 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 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 are encouraged to wear masks (optional) 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



A photograph of a modern hotel guestroom. On the left, a bed with white linens is visible. A large wooden barn door is in the center. To the right, there is a desk with a chair, a television on a stand, and a sofa with a blue patterned pillow. The room has light wood flooring and a modern aesthetic.

## GUESTROOMS

### MODIFIED SERVICE

daily light-touch service including removal of garbage and replenishment of towels and amenities. 7+ night stays will receive a full clean every 7 days.

### EMPLOYEE PPE

employees to wear gloves at all times when in guestrooms

### REMOVAL OF ITEMS

removal of non-essential items such as directories

### 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

A photograph of a modern hotel food and beverage area. It features a long dark wooden table with several high-top chairs that have patterned backs. There are also some low-top chairs and a sofa. The room has large windows, pendant lights, and a contemporary design.

## FOOD + BEVERAGE

### FOOD SAFETY

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