

Sanitary Guide- Groupe Antonopoulos

Dear customers and partners,

For the past few weeks, we have been welcoming our guests back into our establishments, which is why we wanted to share with you our improved health and hygiene protocols.

Groupe Antonopoulos has been offering a friendly and attentive experience for four decades, with our guests' satisfaction at the heart of our concerns. Our main goal has been to make you feel at home and like a member of our family.

With the improvement of our health protocols, we continue to guarantee relaxing, refined and trendy stays while ensuring the safety of all our guests.

It is important for us to let you know that we are now adopting reinforced sanitary measures, that we are applying new physical distancing guidelines, that we are using a 360-degree cleanliness approach and that we are continuously training our teams to guarantee everyone's safety.

Our cleanliness standards conform to guidelines prescribed by the Public Health Agency of Canada and the World Health Organization. Cleanliness and safety will therefore be highlighted in each part of our establishments such as lobby areas, restaurants and terraces, spas, gyms, elevators, bedrooms and all public areas.

Below are the flagship procedures that we are implementing:



TRAVEL IN PEACE

COMMON AREAS, LAYOUT AND SOCIAL DISTANCING



The common areas of our establishments such as the lobby, elevators, halls, restaurants and bars, spa and bathrooms are cleaned every 2 hours using disinfectants recommended by Health Canada and the World Health Organization (WHO).



All frequently touched surfaces are cleaned continuously during the day and spaces such as the gym and all spa facilities are disinfected after each use.



The various common areas are limited in number of guests in order to ensure optimal protection and to promote social distancing (management of waiting lines and precise floor markings).



Distributors of approved hydro-alcoholic solutions are located in several places in the hotel, notably at the entrance, reception, near the elevators and in all common areas frequented by our guests.



We installed protective glass at the reception and at the concierge desk to limit contact between guests and employees.



As a preventive measure, we have also decided to keep surfaces as bare as possible by removing non-essential items (magazines, newspapers, flyers, jugs of flavoured water, pens, paper tablets and some decorative items).



Finally, in order to limit the presence of people outside our establishments, new delivery procedures have been implemented.

ACCOMMODATION / ROOMS



Our rooms are subjected to a rigorous and thorough cleaning with products recommended by the Public Health Agency of Canada.

We pay particular attention to these spaces and have decided to:

Ensure that all contact points such as switches, door handles, faucets, remote controls and touch screens, phones and other electronic devices are disinfected between each guest.

Remove, as a precaution, all non-essential amenities in the rooms including the contents of the minibars.

Ensure enhanced maintenance of our ventilation systems.

Wash all sheets and towels at high temperature to guarantee total disinfection.

Place a travel-size hydro-alcoholic gel in each room.

Review our room service process. Room delivery is now contactless and secure.

F&B SERVICE



All employees of our restaurants, our banquet team and our kitchens wear appropriate personal protective equipment in accordance with government regulations.

New health and safety training measures have been implemented for all employees. These include training in the best practices for wearing PPE and handling food and drinks.

Preventive measures have been communicated to all of our suppliers.

The regular disinfection of all restaurants, kitchen and banquet areas has been increased.

Room delivery is now contactless and secure.

The layout of our restaurants, bars and banquet spaces has been redesigned to respect social distancing measures and to prioritize the safety of our guests.

MEETINGS & EVENTS



Our meeting rooms are cleaned and disinfected using disinfectants recommended by Health Canada and the World Health Organization (WHO).

Installation of distributors of approved hydro-alcoholic solutions at the entrance to meeting and event rooms as well as restaurants.

Non-essential amenities such as pens and note pads will be available upon request. We are replacing the self-service jugs with individual bottles of water.

A member of our staff carries out the food service systematically and crowd cords are placed at a minimum of 2 meters from the food stations.

Safe handling of your personal belongings in the cloak rooms.

Physical distanced layouts in meeting and event rooms (see room plans) according to government guidelines.

Management of rental equipment (cleaning, rigorous control of entrances and exits and commitment of our partners).

Management of queues (precise signage and floor markings)

TRAINING AND STAFF AWARENESS



In order to provide all of our customers with the peace of mind they require, we have paid particular attention to all of our staff and have ensured that they all return to work in the best possible conditions, in a new, safer environment.

We have carefully put in place new procedures that protect both our guests and our employees and we have carefully considered all of the steps involved in getting them back to their "new" workplace.

If the environment of our establishments has changed somewhat to adapt to this new reality, our vocation remains more essential than ever: to create memorable moments. This exceptional time is an opportunity to further highlight our creativity and our know-how with our guests who put their confidence and safety in our hands.

To do this, training sessions are mandatory for all employees who return to work in order to familiarize themselves with the new measures put in place. During these sessions, employees will be trained in the safe use of personal protective equipment as well as new work procedures within their department. Cleanliness and safety will be our priorities but we keep and continue to highlight our passion for the art of hospitality.