



COVID-19 Response Plan

September 1st, 2020



Health & Safety Protocols

This document outlines the overall guidelines and responsibilities for each area of the hotel in order to make our guests and associates as safe as possible.

Version 2.0 | last updated: September 1st, 2020

A Letter From Our Managing Director

Thank you for choosing Hotel X Toronto as your group destination and for your understanding and loyalty during these unprecedented times. We know that it is a difficult time for us all, and you choosing to bring your group to us not only helps support the property, but also helps support all of the phenomenal associates that are excited and dedicated to bringing you and your attendees an amazing experience from the moment you step into our urban resort. Rest assured we are grateful for your faith in us and we will do everything in our power to surpass your expectations.

On top of our already stringent sanitization protocols, and in light of the COVID-19 situation, Hotel X Toronto has taken numerous proactive steps in order to provide a safe, clean and hospitable environment for our valued guests and associates alike. Precautions such as constant sanitization of our public areas, vigilant attention to high-touch areas, guest temperature screenings upon entry, limits to the number of guests in particular areas, and personal protective equipment for our associates are just a few of the protocols in place. Each department has thoroughly examined their respective areas and procedures to ensure compliance, or in many cases surpassed the recommendations and guidelines from our local and national health officials. We are confident in the steps taken and are excited to welcome you.

While Hotel X Toronto has done its part, we are also asking every group to do its part. For the safety of each guest and associate, please take personal responsibility in following the physical distancing guidelines during your stay. Please remember to respect the personal space of other guests and associates throughout the property, and take advantage of the automated sanitizing stations you will find conveniently located around the resort. If each of us does our part, we can ensure the safety and comfortable enjoyment for all.

We hope we have put you at ease and we thank you once again for choosing Hotel X Toronto. If there is anything at all we can do to make your stay more enjoyable, please do not hesitate to ask any of our dedicated associates. We look forward to welcoming you soon.

Regards,



Chris Lambert

Managing Director

*Hotel X Toronto is delighted to welcome guests from around the world starting **September 8th, 2020**, but we want to ensure we make every effort to ensure that you, the guest, and our associates are safe, healthy and comfortable. The health and safety of our guests and associates is top of mind. This document was created to communicate with our guests and associates the implementation of full-scale enhancements to our already stringent and rigorous health and safety measures and cleaning protocols.*

Responsibilities of Associates

Hotel X Toronto will ensure that its associates are properly equipped, instructed and trained to maintain a fully sanitized surrounding for our guests and themselves.

- Continuous hand washing.
- Specialized COVID-19 Health and Safety training for all associates.
- Personal Protective Equipment (PPE). Protective masks will be mandatory.
- Associates will get their temperature taken prior to each shift and prior to entering the building.
- Staying home if they exhibit any symptoms of COVID-19 or have been in contact with anyone who has tested positive.
- 14 day self-isolation for associates travelling outside of Canada.

Hotel X Toronto is delighted to welcome guests from around the world, but we want to ensure the health and wellbeing of our other guests' and associates remains vital.

Responsibilities of Guests

We kindly ask you to please reschedule your visit if any of the following applies to you or someone travelling with you:

- You have been exposed to someone who has tested positive for COVID-19 in the last 14 days.
- You are experiencing any symptoms of COVID-19 or running a fever. Please take your temperature prior to departing for the resort. Please seek medical attention and contact us to reschedule your visit.
- You have a compromised immune system or are considered “high risk”.
- You will not cooperate with the new requirements put in place by public health officials and Hotel X Toronto
- You exhibit any symptoms of COVID-19 or have been in contact with anyone who has tested positive.

To help us maintain a safe and sanitized environment, we ask our guests to observe the following courtesies:

- Keep a safe distance of 2 meters apart at all times when in line or waiting.

- Masks are *mandatory* in public areas. Gloves are encouraged and can be worn if desired.
- If you are feeling uncertain, associates will be available to wipe down doorknobs and other surfaces or objects.
- Wipe down your luggage handles prior to our associates picking it up.
- Sanitize hands prior to entering restaurants, fitness centre and other amenities.
- No more than two people should occupy an elevator at a time, unless you are staying in the same room.
- Avoid shaking hands or engaging in any unnecessary physical contact.

Front of House Services

For guests who are looking for a little extra comfort and peace of mind in their stay, we are able to offer several contactless experiences during your stay.

- Masks are mandatory for all front line associates.
- Our bellperson will disinfect your luggage handles before handling your luggage.
- There will be health and hygiene reminders throughout the property to remind guests and associates how to properly wear, handle and dispose of masks, gloves and other PPE.
- In addition to all elevator buttons and handrails being cleaned continuously, we have placed **NanoSeptic Self-Cleaning covers** on all door handles and elevator buttons.
 - ***NanoSeptic Self-Cleaning Covers:*** This material utilizes mineral nano-crystals which create an oxidation reaction stronger than bleach. It constantly oxidizes organic contaminants and unlike traditional disinfectants and cleaners, the NanoSeptic surface uses no poisons, heavy metals or chemicals. It is powered by visible light. This creates a “neutral zone” where no bacteria/virus can attach onto the cover.
- Agents will utilize every other workstation to ensure separation between associates and to help distance larger groups at check-in.
- Front Desk area will be clearly marked for appropriate physical distancing when forming a queue.
- All guest touchpoints will be sanitized after each transaction including EMV Credit Card Devices, pens and countertops.
- Room keys will be sanitized in front of each guest and presented in a contact-less manner.
- Valet Parking and Shuttle Services to be temporarily suspended.

Back of House Services

Our Back of House service policies have been enhanced along with the Front of House services. We want you to take comfort in knowing that each area and each department has health and safety as a top priority.

- Hotel X Toronto will increase the number of housekeepers cleaning public spaces throughout the property with teams cleaning 24 hours per day.
- We will continue to use cleaning products and protocols which meet EPA guidelines and are approved for use and are effective against viruses, bacteria and other airborne and bloodborne pathogens.
- The frequency of cleaning and sanitizing has been significantly increased in all public areas with a strong emphasis on high touch areas—check-in desk, door handles, elevator buttons, etc.
- Industry-leading cleaning and sanitizing protocols are used to clean guest rooms with significant attention paid to high touch items—television remotes, toilet seats and handles, door and furniture handles, water faucet handles, telephones, temperature control panels, alarm clock and luggage racks.
- The frequency of cleaning and sanitizing will be increased in high-traffic back of house areas with an emphasis on associates dining rooms, staff entrances, uniform rooms, restrooms, loading docks and offices.
- Carts, trolleys and equipment will be sanitized at the start and end of each shift.
- Restrooms located in the back of house will be sanitized at a minimum of every 4 hours.
- Associates are expected to minimize contact with guests while cleaning hotel rooms

Guest Rooms and Public Areas

Hotel X Toronto is committed to the health and safety of our guests and associates. Along with the enhancements to the sanitization and cleaning protocols, Guest Rooms and Public Areas have been modified for extra caution and care with your health in mind, without jeopardizing the Hotel X Toronto experience.

- Rooms will be left vacant between guest stays.
- We will continue to use products and protocols that are designed to address a broad spectrum of viruses including COVID-19.
- Coffee machines have been removed from each guestroom.
- We pay vigilant attention to high touch areas such as door handles, railings, public bathrooms, and counters.
- We have elevated our strong emphasis on frequent and effective handwashing protocols for associates, before, during and throughout their shifts.

- We have placed NanoSeptic Self-Cleaning covers on all door handles and elevator buttons.
- Installed additional anti-bacterial stations at every elevator bank and in high traffic areas. We have also provided them in the offices and heart of the house for our staff.
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request.
- Robes will be available upon guest request.
- Associates are expected to minimize contact with guests while cleaning hotel rooms. Stay over cleans will be reduced and towels can be exchanged as needed.

Group and Meeting Facilities

At Hotel X Toronto we are committed to working with you in planning your meeting from start to finish to ensure an exceptional experience. If physical distancing is still in place, our team in Banquets & Catering will re-work your set up, organize your entry and exit flow, and collaborate with you to deliver as much creativity and problem solving as possible to ensure you are comfortable and the event is compliant with the guidelines in place.

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows public health guidelines.
- All shared equipment and meeting amenities to be sanitized before and after each use, or be single-use if not able to be sanitized.
- Sanitize conference room doors, tables, chairs, light switches and other equipment after each group use.
- Post signage throughout the meeting space reminding guests of appropriate physical distancing guidelines.
- All linen, including underlays, to be replaced after each use.
- Flatware to be provided as a roll-up.
- Coffee and other break items to be attended and served by a server.
- Condiments to be served in individual PCs or sanitized individual containers.

Gift Shop (when guidelines permit re-opening)

At Hotel X Toronto, we want to ensure you have everything you need for your stay to exceed your expectations. Should the Gift Shop not be open, we will operate a Gift Shop from the Front Desk to accommodate your needs.

- Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces will be sanitized at a minimum every hour and before each shift change.
- All handles, knobs and stock rooms are to be sanitized at a minimum once per hours.

- Signage will be posted outside the Gift Shop door to remind staff and associates of the maximum occupancy, as well as social distancing guidelines when in the shop.
- All sales from the gift shop are final until further notice.

Restaurants, Bars, Lounges and In-Room Dining

(when guidelines permit re-opening)

The protocols and guidelines in the area of Food & Beverage are continuously changing and it is still uncertain what it will look like post-pandemic, or upon re-opening. We will continue to do research as the situation evolves. This area is a fluid area and will constantly be evolving with new protocols and guidelines. At Hotel X Toronto we will adapt and modify our Food & Beverage operations as required. For now, we have implemented the below preliminary standards based on the current requirements.

- In-Room Dining (IRD) will be take-out only. Food parcel to be left on door handle and guests are notified of the delivery and applicable charge on folio.
- Restaurants taken with physical distancing in mind and restaurants reduced capacity.
- All shared equipment and meeting amenities to be sanitized before and after each use, or be single-use if not able to be sanitized.
- Bar snack service to be suspended.
- Dining tables and chairs to be sanitized before and after each use.
- Flatware to be provided as a roll-up.
- Condiments to be served in individual containers.

Rooftop Pool and 29th Floor (when guidelines permit re-opening)

*Hotel X Toronto is a resort, regardless of the uncertainty of the pandemic, we want to ensure you get the full resort experience out of your stay with us. We have expanded our luxury relaxation areas and included safe distancing measures for you to enjoy at ease and with peace of mind. **NOTE: The Rooftop Pool will be open along with the hotel starting September 8th, 2020.***

Rooftop Pool:

- Occupancy will be limited and monitored in the rooftop pool area.
- Spacing around the pool and between the loungers will be increased.
- Associates will sanitize lounge chairs after each use.
- Reservation time will be required to enter the rooftop pool area—we will taking 120 minute reservations.

29th Floor:

- The 29th floor will have physical distancing with lounge chairs available on a first come, first serve basis.

Guerlain Spa at Hotel X Toronto (when guidelines permit re-opening)

Guerlain Spa at Hotel X Toronto is thrilled to welcome clients and guests back into the spa. To ensure the health and safety of our guests, clients and associates, we have enhanced our already rigorous cleaning protocols to include the below to meet and in most cases exceed the guidelines currently in place.

- All guests will be required to have their temperature taken prior to entering the spa.
- Reduced capacity of appointments and clients in the spa at one time.
- Extended time between appointments for additional cleaning measures.
- Furniture will be rearranged and spaced out in the relaxation areas to accommodate social distancing. Magazines and self-serve tea/refreshments will be removed. Individual beverages will be offered and available.
- It is mandatory that all spa associates wear protective masks and/or face shields and gloves.

10XTO—Fitness Centre (when guidelines permit re-opening)

10XTO is the 90,000 square foot athletic club associated with Hotel X Toronto and an amenity to guests during their stay. Below we have outlines the protocols put in place to meet and exceed fitness centre guidelines.

- A reservation will be required to enter the facility (gym reservation or amenity booking).
- Temperature checks done at the 4th floor reception desk upon entering the facility.
- If any guest is showing signs of a fever, cough, sore-throat or flu-like symptoms, we will kindly ask that you do not enter the facility.
- All equipment and machines must be wiped down with disinfectant products provided before and after each use.
- Water Fountains will be available for refills. Please bring your own water bottles to the facility and enough water for your session. Drinking from the fountain will not be permitted.
- Sanitization stations will be placed throughout the facility. We encourage frequent hand sanitization during your time at the facility.
- Avoid rubbing your face and mouth as much as possible.
- Protective masks are mandatory in public areas.

- Increase cleaning and maintenance of courts, restrooms, front desk, handles and elevators will be done throughout the day to ensure your safety.
- We have placed NanoSeptic Self-Cleaning covers on all door handles and elevator buttons.
- Associates are required to wear protective masks throughout the day, in all public areas, unless on court.

When playing tennis:

- Guests are asked to arrive no more than 10 minutes prior to their session and to leave following their session.
- Please bring your own tennis balls for your session - cans of tennis balls are available for purchase at the 4th floor reception desk.
- Guests are encouraged to mark their tennis balls to avoid accidentally swapping their tennis balls with their neighbouring courts tennis balls.
- If a ball from the neighbouring court rolls onto your court, please return it using your racquet, not your hand.
- Tennis racquet demos will not be available until further notice.
- Players shall sit on separate benches during their session.
- Associates will wipe down the benches after each session.

COMMITMENT TO SERVICE QUALITY

Hotel X Toronto is committed to being the World’s Kindest Hoteliers, delivering extraordinary customer service at each guest encounter, consistently exceeding guest expectations. Globally we are navigating through an unprecedented and uncertain time, but delivering exceptional service will continue to be our focus and top priority. We will continue to educate both our Front of House and Back of House teams on topics such as protecting ourselves, as well as others, proper use of PPE, workplace safety and cleaning protocols.

Amenities and staffing levels may be restricted and the Hotel X Toronto experience may look different in this “new normal”, but it will feel the same. Our dedicated staff will be delivering the same attention to detail and extraordinary guest experience we pride ourselves on.