



**We are ready to Welcome You with new protocols as we are enhancing our already high standard of customer care and cleanliness.**

**Pre-arrival:** We continue to process your reservation in advance but have added a Covid screening checklist to ensure all guests are able and healthy to travel.

**Arrival:** Our contactless keyless entry continues, and our Greaves retail store staff is available daily for any questions or concerns.

**The Suite:** All high-touch surfaces will be disinfected. Use of the dishwasher on a high heat setting for all dishes, and we are requesting all guests to do the same. Coffee station will continue and be provided in a sealed bag. Sofa-bed is available and all linens will be stored in the front closet in plastic bags to keep sanitized until required. Unnecessary brochures, paper products, throw cushions, furnishings will be removed.

**Linen:** All linen is sent out for expert high temperature cleaning and disinfecting.

**Cleaning Staff:** All staff are provided with PPE and are newly trained to ensure safe protocols are met.