



COVID-19 UPDATE – PREVENTING THE SPREAD

The health and wellbeing of our guests, Team Members, and all who visit our property is, and always will remain, our top priority.

We are actively monitoring the novel coronavirus (COVID-19) updates from the World Health Organization and the Public Health Agency of Canada (PHAC), and will continue to respond to this dynamic situation based on the best advice of governments, public health authorities and medical professionals.

PHAC has assessed the public health risk associated with COVID-19 as low for Canada and as of today's date, there are no known cases of COVID-19 reported in the Niagara Region. The Cadillac will continue to ensure that we take every reasonable precaution while making every attempt to avoid any disruption in services at this time.

We encourage our guests, Team Members, and visitors alike to abide by the following best practices:

- Wash your hands frequently, using soap and water and scrubbing for at least 20 seconds;
- Avoid touching your eyes, nose, or mouth;
- Avoid close contact with people who are sick;
- Cover coughs and/or sneezes with tissues or cough into the elbow area, then discard the tissue in the trash and follow up with handwashing;
- If you or someone in your household is sick, or has been exposed to COVID-19, please stay home;

We have increased our housekeeping and educational efforts throughout the resort in an effort to minimize bacteria and consequently the spread of viruses. Please see below for a detailed account of ongoing efforts:

MOTEL-WIDE

- We have updated our cancellation policy to allow our guests to cancel their reservation up to 24 hours ahead of their arrival date without cancellation fees for hotel stays through March 31, 2020.
- Additional hand sanitizing stations have been installed in multiple locations throughout the Resort.
- We are sanitizing all areas of the building using a highly effective disinfectant on an increased frequency
- Cleaning all high-touch surfaces several times throughout the day including countertops, handles, key pads, keyboard surfaces, Moneris machines, room key cards between guests, etc.

GUEST ROOMS

- Housekeeping, laundry and common-area cleaning Team Members are required to use disposable gloves
- Housekeeping procedures are completed using a highly effective disinfectant in all guest rooms and suites
- Surfaces as well as high touch areas such as phones, television remotes, handles and faucets are disinfected between guests

As the situation continues to evolve, we will continue to review our process and make adjustments to ensure the health and wellbeing of our guests, Team Members and visitors alike. For the most accurate updates and information, we recommend the following resources:

[Public Health Agency of Canada](#)

[World Health Organization](#)

[Niagara Region Public Health](#)