



### Our Promises to our clients

The Best Western Plus Cairn Croft Hotel is taking all preventative measures to exceed the strict COVID-19 guidelines as outlined in the Niagara Region mandatory mask bylaw, the Niagara Public Health guidelines, as well as Best Western Internationals requirements.

Our staff will follow all Regional, City and Best Western International protocol regarding face coverings/masks and physical distancing in all areas of the hotel and restaurant.

Hand sanitizing stations are available in the Hotel Lobby, Oak Room Conference/Banquet Room, Mahogany Meeting Room as well as in all hallways and common areas of the hotel.

Function room set ups will be arranged following the physical distancing requirements at the time, but we will work with clients to ensure the setup is still appropriate for their event. This will include both the setup of tables/seating, and how we provide food and beverage requirements for the event.

All guest rooms, function space and common areas will be disinfected between clients using an electrostatic sprayer to ensure our property is safe for everyone to enjoy.

When required, Food and Beverage will be prepared and presented using all required safety measures as well as being set up in such a way to allow physical distancing for both guests and staff.

### What we ask of our Clients

We ask that our guests follow all Covid-19 protocol put in place by the hotel. Our protocols are determined by the above mentioned Regional, Public Health and Best Western requirements and/or bylaws and are put in place for guest and staff safety.

Clients will be asked to follow any mask/face covering requirements that are in place at the time of the event.

We will require a list of all attendees with contact information prior to the event.

Please remember that this is an ever-changing situation and we will change our policies as we see fit to ensure we are doing what is expected of us in terms of guest and staff safety. Any changes will be brought to your attention by your hotel contact.

**\*\*\* When the date arrives, if you or anyone in your group is experiencing any COVID-19 symptoms or have been exposed to anyone who is, please refrain from attending the event. \*\*\***

By signing this document, you are agreeing that the Best Western Plus Cairn Croft Hotel has made you aware that mandatory mask bylaws, physical distancing recommendations and covid-19 protocols are in place at our property. As the convener of the event, you are responsible to ensure that all attendees follow these protocols during your event. Should Public Health complete an inspection during your event, you will take full responsibility for anyone not following protocol.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_