



Radisson Hotel & Suites Fallsview would like to thank you for putting your trust in us as your choice of lodging. As our guest, we would like to affirm a few of our procedures we are practicing in this time.

As it has always been, the safety and security of our guests and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. Radisson hotels are taking additional measures to make our cleaning and hygiene protocols even more rigorous, details of which are outlined below.

All guest rooms are fully cleaned and disinfected using EPA/CDC approved cleaning solutions, and as per guidelines, disinfectant is left on surfaces up to one-minute to ensure effectiveness. Rigorous cleaning between each guest stay include all frequently touched objects and surfaces, such as:

- Guestroom door locks/handles/card swipe
- Guestroom security lock/deadbolt
- Guestroom door handles
- Faucet handles bathroom/kitchen/ wet bar
- Showerhead
- Sink and bathtub stoppers
- Microwave handle/open button/keypad
- Microwave interior
- TV Remote Control
- Alarm Clock
- Charging station/Smart Speaker
- Lamp Turn-Ons
- Light Switches
- HVAC controls
- Do not disturb sign/hanger
- Replace glassware
- Water bottles
- Coffee mugs
- All countertops
- Coffee pot/maker
- Drape pulls
- Iron and Ironing board
- Luggage rack/bench
- All in-room collateral
- Ice bucket/scoops
- Windowsill, levers, locks

- All linens and towels are replaced whether it was used or unused
- All pillow protectors' and encampments are washed between guests
- Proper sanitizing of guest room keys is completed when the keys are turned in
- Hourly cleaning of public areas – frequent sanitization of high traffic areas including elevators
- Additional cleaning and disinfecting are conducted a minimum of every 8 hours to include but not limited to all flooring and seating. Frequently touched objects and surfaces, such as tables, countertops, elevator buttons, door handles are sanitized and disinfected frequently throughout the day.
- We have increased the deployment of antibacterial hand sanitizers in the public areas for guest use

Out of an abundance of caution, we minimized the frequency of our in-room housekeeping services during guest stay. If you'd like additional amenities or housekeeping services, or if you'd prefer us to refrain from entering the room during your stay, please don't hesitate to contact the Front Desk. Extended stays of more than 7 days do require some level of regular cleaning to ensure sanitary conditions remain in the building. We will work with you to arrange a schedule which meets your schedule.

We appreciate you understanding that your lodging experience maybe different during this time. Your trust and confidence are very important to us.

Thank you for staying with us.



PRESS RELEASE

Niagara Falls, ON CANADA July 28, 2020

Radisson Hotel & Suites Fallsview Announces Completion of its SGS Cleaning & Disinfection Assessment

Radisson Hotel & Suites Fallsview is proud to announce the successful completion of the SGS Cleaning and Disinfection Remote Assessment. This independent health and safety assessment ensures that Radisson Hotel & Suites Fallsview has implemented all measures outlined in Radisson Hotel Group's global [Radisson Hotels Safety Protocol](#) in partnership with SGS, the world's leading inspection, verification, testing and certification company. The Radisson Hotels Safety Protocol outlines in-depth cleanliness and disinfection procedures, enhanced protocols, operational guidance and validation process to ensure the safety of guests, team members and partners as one of their highest priorities.

The official SGS Cleaning and Disinfection Desktop validation confirms the high cleanliness, disinfection and safety measures of the Radisson Hotels Safety Protocol have been implemented through a comprehensive review process. The assessment methodology is based on a representative sampling approach of available information sources, such as, records, photos and hotel operating procedures. It also includes interviews with the hotel.

Shelley Kemp, General Manager of Radisson Hotel & Suites Fallsview said, "We remain committed to delivering a clean and safe environment with maximum hygiene standards to help protect our guests, team members and partners. We are pleased SGS has certified that we are in full compliance with all the health, safety, and disinfection protocols as outlined in the Radisson Hotels Safety Protocol, including a 20-step protocol.

The Radisson Hotels Safety Protocol was developed in partnership with various experts following an extensive review of all existing health and safety processes to further strengthen Radisson Hotel Group's existing rigorous sanitation, cleanliness and disinfection guidelines at hotels globally. These comprehensive health and safety procedures, enhanced protocols and operational guidance, have been adapted based on local requirements and recommendations, to help ensure guests' safety and peace of mind from check-in to check-out.

The Radisson Hotels Safety Protocol includes:

- Increased cleaning and disinfecting frequency of all hotel areas, paying special attention to high-touch items.
- Stations installed with alcohol-based hand sanitizer and gloves at the hotel entrances and hotel public areas.

- All room keys disinfected and presented safely upon check-in.
- Express check-out process available for guests to minimize contact.
- Cash-free methods of payments made available and encouraged.
- Door hangers displayed with cleaning and disinfection procedures at each guestroom.
- Comprehensive hygiene and prevention training programs for team members.
- Team members provided with personal protective equipment such as masks and gloves.

In addition, Radisson Hotel Group recently announced its full support and endorsement of the **World Travel and Tourism (WTTC)** “Safe Travels” protocols, the industry’s global hospitality framework and stamp, to provide consistency to destinations and countries as well as guidance to travel providers, operators and travelers about the new approach to health and hygiene in the post COVID-19 world. As a member of the American Hotel & Lodging Association (AHLA), the Radisson Hotels Safety Protocol also aligns with [AHLA’s Stay Safe](#) initiative.

For regular updates on *Radisson Hotels Safety Protocol*, please visit:

<https://www.radissonhotels.com/en-us/social-responsibility/health-safety>

To learn more, watch the Radisson Hotels Safety Protocol video [here](#).

MEDIA CONTACTS

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ABOUT SGS

SGS is the world’s leading inspection, verification, testing and certification company, recognized as the global benchmark for quality and integrity. With more than 94,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world.

For more information, please visit: www.sgs.com

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ABOUT RADISSON

Radisson is an upscale hotel brand that offers Scandinavian inspired hospitality, which enables guests to focus on a work/life balance and find more harmony in their travel experience. With natural surroundings and unexpected delights, Radisson inspires the art of being in the moment. Committed to building meaningful relationships with guests, we have a Yes I Can! service attitude to ensure satisfaction of every guest. Radisson hotels can be found in suburban and city settings, near airports and leisure destinations. Guests and professional business partners can enhance their experience with Radisson by participating in Radisson Rewards, a global loyalty program offering exceptional benefits and rewards.

Radisson is part of Radisson Hotel Group, which also includes Radisson Collection, Radisson Blu, Radisson RED, Park Plaza, Park Inn by Radisson and Country Inn & Suites by Radisson, brought together under one commercial umbrella brand Radisson Hotels.

For reservations and more information, visit <https://www.radissonhotels.com/radisson>

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