



To our guests,

At Hotel 71, we live and work in the community. We feel deeply responsible for the well-being and experience of our guests, and their loved ones whom we serve.

In response to COVID-19, we are actively working to ensure the health and safety of our environment.

**Here's what we doing to achieve this:**

**FOR YOUR SAFETY**

As has always been the case, the safety and security of our guests and our team members remains a top priority. We are very proud to maintain high standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional steps indicated by the Public Health Agency of Canada to make our cleaning and hygiene protocols even more stringent:

- We have increased the frequency of cleaning of our public spaces (including the halls lobby, elevators, door handles, washrooms, etc.) and continued to use a hospital grade disinfectant.
- We will continue to adjust food services in accordance with current food safety recommendations.
- We have increased the deployment of antibacterial hand sanitizers.

**FLEXIBLE RESERVATIONS**

We remain committed to providing you with flexible booking options as they allow to cancel a reservation until 4 pm on the day of arrival. Given these unique circumstances, we will make additional adjustments to our booking policies as the situation evolves and keep you informed.

**YOUR I PREFER PROGRAM**

Accumulating points is an important way to show our appreciation. The current travel environment may limit your ability to accumulate. As the situation is changing, it is too early to make and announce specific changes. We are committed to sharing the details with you as soon as possible or during your next visit.

We ask you to act responsibly. If you have any doubts about your state of health, avoid contact with your loved ones and our Hotel.

At Hotel 71, we believe in the power of hospitality.  
We thank you very much for your cooperation and your loyalty.

**Susan Wilkinson**  
General Manager