



Quality Hotel & Conference Centre
36035 North Parallel Road, Abbotsford, B.C. Tel: 604-870-1050 Fax: 604-870-1060

MEMORANDUM

DATE: Monday June 1, 2020
TO: Our Valued Clients
FROM: Quality Hotel Management and Associates
SUBJECT: COVID 19 UPDATE

We are Ready When You Are!

The Quality Hotel Abbotsford is open for business! As an essential service we have been open through the COVID 19 pandemic. As you feel more comfortable and confident traveling, we want you to know we are ready to serve you in a clean and safe environment.

We recognise that in order to look after your needs we need to look after the needs of our valued associates. Here is what we are doing to ensure a clean and safe environment for our associates.

- We have adequate supplies of hand sanitizer available throughout the hotel including at the front desk and on each room attendant cart.
- We have adequate supplies of personal protective equipment such as masks and gloves for our associates to use.
- We have adequate supplies of professional cleaning chemicals and materials.
- We have placed decals on the floor in front of the front desk for guests to utilise as well as behind the desk for our associates to utilise. These will ensure proper social distancing for both our associates and you, our guest.
- Proper hand washing signs have been posted in all associate and public washrooms.
- We will not be providing daily service to occupied rooms. Guests will be asked to contact the front desk if they require supplies and these will be dropped off outside the guestroom door.
- After a guest has checked out, we will not enter that room for 48 hours. This time frame will ensure any all touch points will be clear for associates to enter the room to practice our deep cleaning procedures.
- All associates have been instructed to stay home should they feel ill.

These guidelines have been recommended by the BC Health Authority and supported by the Hotel Association of Canada.

Safety, security, and cleanliness have been cornerstones of the hospitality industry for decades. Now, however, we recognise that we will need to earn your trust and confidence all over again...and we are ready to do just that. Here is what we are doing to earn back the trust and confidence of our valued guests.

- An arriving guest will have the confidence of knowing the guestroom has not been entered by anyone for 48 hours before being cleaned.



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- We will clean each room first and then go back and sanitize high touch point areas in each room. These touch points include telephones, remotes, doorknobs, light switches, bathroom taps, coffee maker, roller blinds, fridge, and microwave ovens.
- Associates will not enter your room to provide service. Needed supplies throughout your stay will be left outside your door for you to retrieve.
- The front desk and main lobby will be cleaned and sanitized a minimum of 6 times per day. Focus again will be on high touch point areas in the lobby. These touch points include the front desk counter, the elevator buttons on each floor and inside the elevator cars, the ATM buttons, doorknobs to public washrooms, the coffee station and bell carts. As our business volumes increase the cleaning and sanitizing will increase as well.

Pool and Fitness Area

Our indoor heated pool will reopen June 3, 2020. Please see below some of the protocols in place to ensure the safety of our employees and guests.

- Maximum load in the pool area at any one time will be six based on the need to social distance.
- The housekeeping team will commit to sanitizing 3 times per day and post a schedule on the back of the pool door.
- The room key access to the pool will be deactivated and guests will be asked to go to the front desk for access,
- Each guest will be required to sanitize their hands before entering the pool.
- Guests will be asked to limit their time in the pool to 45 minutes to ensure everyone will have access

The fitness area will remain closed until further notice.

WhiteSpot Restaurant

Our WhiteSpot restaurant will be open for in restaurant dining from 8am until 9pm daily starting June 1, 2020. Numbers of guests will be limited and social distancing will be maintained in the restaurant per BC Health Authority. <https://www.whitespot.ca/>

Conference Centre

The conference centre is open and ready for business. Please visit our conference centre page for more information on our social distance guides, meeting space and our new 2020 spring and summer menus. <http://www.qualityhotelabbotsford.com/conference-centre>

We thank you sincerely for your past business and look forward to welcoming all of our valued guests back as the pandemic subsides. We will be ready when you are!

Sincerely,

Quality Hotel Management and Associates