

Dear Guests,

We pride ourselves on offering our guests a clean and safe environment. To help maintain the health and well-being of our guests and the safety of our staff, we are carefully following the Covid-19 Provincial Health Officer (PHO) Order guidelines and restrictions.

Please be aware of the following:

1. Parties, events and social gatherings are not permitted at this time, as further defined by the current [PHO Order – Gatherings and Events \(PDF\)](#)
2. Only the registered guest can stay overnight in the suite or accommodation.
3. Only visitors who live at the same residence as our guest can visit the suite.
4. The maximum capacity of each property is included with your booking confirmation.
5. We have had to suspend our housekeeping services, other than check-out cleaning and preparing properties for check-ins.

*For Our Guests* – Our Cleaning Program includes heightened sanitization standards that we have implemented for your safety, comfort and well-being:

1. All our properties are thoroughly cleaned and sanitized prior to your arrival.
2. All linens (including sheets, towels, mattress protectors, pillowcases, kitchen linens, duvet protectors and covers) are all removed and replaced with new linens which have been laundered in accordance with the current Covid-19 cleaning protocols.
3. All dishes, cutlery, glassware, pots and pans are thoroughly cleaned prior to your arrival.
4. All appliances are cleaned.
5. All common areas are regularly sanitized including garbage cans, recycle bins, door handles, handrails etc.
6. Our housekeepers wear masks when on the property and practice social distancing always.

*For Our Staff* – We have implemented additional protocols for our office, warehouse and laundry facilities, and have updated our procedures while on-site in the accommodations:

1. Each member of the Midtown Suites team has their temperature taken daily, on arrival.
2. Our staff are required not to come to work if they are experiencing any signs of illness.
3. Masks are always worn, and social distancing guidelines are diligently followed.
4. Hand Sanitizer is readily available and is used throughout the day.
5. Our office and warehouse are now closed to the public. Any deliveries are left outside.

We continue to be committed to providing our guests with a safe and relaxing stay. We are happy to answer any questions or concerns you may have.