



IHG Clean Promise - Cleaning Protocols and Standards

Dear Valued Guests

We understand how important it is to ensure your safety and security while away from home. As the world adjusts to new travel norms and expectations, we have enhanced the experience for our guests by redefining cleanliness and supporting your wellbeing throughout your stay.

There are a few things we want to make sure we get right for you. Our already stringent cleanliness standards have evolved to ensure colleague and guest safety. At Holiday Inn Kingston Waterfront we have implemented mandatory cleanliness training for all associates, sanitizer stations at all high touch areas, social distancing signage throughout the hotel, availability of individual guest amenity PPE kits, plexiglass barriers at our reception desk, and increased sanitization of all public areas. Physical distancing, along with employee and workplace hygiene practices, continue to be our highest priority within all services we provide.

- We are actively monitoring employee health, daily, to ensure only healthy employees are entering our Hotel and providing Guest Services.
- Our IHG Way of Clean has always included deep cleaning with hospital grade disinfectants. Reflecting the advice of the World Health Organization and Centers for Disease Control, we have enhanced our procedures to include additional deep cleaning of high-touch surfaces, implemented social distancing and changes to how we deliver our food and beverage to ensure guest safety and security.
- Currently stay over room cleaning service is suspended; however additional room amenities can be provided during your stay using contactless door delivery.

Please also rest assured that our team will follow any additional prevention measures requested, and will adapt our practices based on our local public health authority's recommendations.

Thank you for your continued Partnership, Support and Understanding.

Christopher Marz

General Manager