



Coronavirus (COVID-19)

The health and safety of our valued guests and team members remains our highest priority.

At Holloway Lodging, we are closely monitoring the latest developments surrounding COVID-19 and we are following the guidance of government and public health officials. The Hotel Association of Canada (HAC), in partnership with the American Hotel & Lodging Association (AHLA), released enhanced health and safety protocols through the Safe Stay initiative to help hotels adapt to new COVID-19 standards. These protocols were developed in accordance with guidelines set out by the Public Health Agency of Canada and the Center for Disease Control to ensure that the needs of both guests and employees are being met during the current public health crisis. Holloway Lodging fully endorses this program, and follows the protocols listed at all Holloway properties. For more information on the HAC / AHLA Safe Stay initiative, please visit:

<https://www.hacsafestay.com/>

We kindly ask all guests to refrain from traveling if they are experiencing any COVID-19 symptoms, such as fever, cough, or shortness of breath, and to advise hotel management immediately if they begin to experience any symptoms while on property.

We invite you to join our staff in wearing masks, and we ask that you maintain social distancing of 6 feet from other guests so we can all do our part to help mitigate the disastrous health and economic consequences of the pandemic. To help us minimize the spread of COVID-19 all Holloway Lodging properties have implemented a few new ways of doing things that include, but are not limited to:

Hygiene

Our team is reminded daily to frequently wash hands with warm water and soap for at least 20 seconds, to practice good respiratory etiquette and to avoid direct physical contact with others by practicing social distancing at all times.

Cleaning Products & Protective Gear

We are working with our suppliers to make sure the hotel is using recommended cleaning products that have proven to be most effective against viruses as well as protective gear such as gloves and masks if needed in appropriate circumstances.

Cleaning Protocols

The hotel has instituted enhanced cleaning measures in all public spaces and back of house spaces, with added emphasis on high-touch areas. Guest room cleaning and sanitation protocols have also been enhanced to ensure the safety of all guests and staff. No hotel staff will enter the guest room during the stay unless with guest permission to replenish and provide amenities (towels, pillows, etc.) these items will be left outside of the guest room door. All enhanced policies and procedures are communicated with the guest upon check in.

Food & Beverage (where applicable)

The hotel is modifying food and beverage availability and amenities, where appropriate, to minimize opportunities for transmission.

Staff Travel & Reporting

Our dedicated team members (i) have been asked to avoid all non-essential travel, in accordance with the advice of Canada's Chief Public Health Officer; (ii) are vigilantly monitoring their health; and (iii) will not come to work if they are feeling ill.

Travel Restrictions

In many areas, local travel restrictions may impact your trip, including requirements that hotels accept essential travelers only and guests comply with self-quarantine guidelines. Be sure to check the specific restrictions for your destination before traveling and our flexible booking policies in the event your plans change. Please contact your destination hotel directly with any questions.

Some answers to other Frequently Asked Questions (FAQ) that may give you peace of mind in your travels:

Are masks or face coverings required at individual Holloway Lodging hotels?

Yes, effective August 10, 2020, all hotels in Canada require that guests and all other individuals entering the hotel wear a mask or face covering when in indoor public areas (including the lobby, elevators, guestroom hallways, meeting and event spaces, restaurant, bar, and fitness centre) and additionally as required by applicable law. Guests are required to provide their own mask or face covering.

Who should I contact if I have questions or concerns about a specific hotel?

Please contact the hotel directly. Contact information for each hotel can be found on their individual websites, or in your property direct booking confirmation.

Can I cancel or change my reservation without a penalty?

While many rates have flexible cancellation policies, there are some rates which are non-cancellable. Guests who are prohibited from traveling to their booked hotel under applicable law will have their cancellation or change penalties waived on direct bookings.

Holloway Lodging branded properties (Wyndham, IHG, Choice, Hilton):

Branded properties in the Holloway Lodging portfolio will follow the guidelines set out by the specific brand. These guidelines can be found at your destination property's website.

Group Bookings:

If your reservation was made as part of a group booking—such as a conference, meeting, or event—the cancellation policies outlined above do not apply. If you have a group reservation, please review the terms and conditions for the booking and/or contact the group planner for more information.

For more information, please contact your property destination directly and we will do our very best to accommodate your needs.

What if I made my reservation through a travel agent or online booking platform?

For bookings made by a travel agent or online booking platform, guests are advised to contact the agent or booking platform directly.

With your safety and peace of mind being our top priority, if there are any other questions you may have, please contact us directly at inquiries@hlcorp.ca so that we can ensure you are assured of a safe stay at our Holloway properties.