



March 18, 2020

## **Memo: Coronavirus (2019-nCoV)**

As **hoteliers**, JM Hospitality is fully aware of its responsibilities and roles in public health. The health and safety of our guests, team members and partners always remain as our top priority.

We have been working tirelessly to prepare measures to counteract the potential impact of Covid -19 on our hotel operations. We have implemented aggressive measures to ensure the highest level of safety and precautions during this outbreak and have aligned ourselves with the respective centers for Disease Control and Prevention, World Health Organization, Public Health Agencies, etc. In addition, we are adopting the best of Health & Safety practices recommended by the major Hotel Brands.

### **Healthy & Safety:**

For everyone's safety, we continue to practice and maintain Social Distancing by advocating a minimum 2-metre distance among ourselves and our guests. We continue to make major shifts in our processes to ensure the utmost level of hygiene and cleanliness, including:

- Closing off public space facilities including our gyms, pools, bars and restaurants until further advice
- Installing plexiglass barriers at Front Desks to further mitigate person-to-person interaction between guests and our frontline team members.
- Aggressively implementing disinfecting of all high surface touch points throughout the public areas including elevators, door handles, washrooms, guestrooms, personnel offices and laundry rooms to the highest level of sanitization.
- Re-emphasizing best practices in hand washing by re-training our team members to follow strict hygiene guidelines
- Providing Personal Protection Equipment (PPE) for our team members, which include gloves, masks, face shields and sanitary products where necessary/

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**Cancellation Policy:**

We have waived cancellation fees for all hotel stays until June 1, 2020.

For any group and meeting bookings, please reach out to our sales team to discuss any potential changes that you may have regarding your upcoming event.

*For guests that have booked through online travel agents or third-party sites, please contact your booking provider to discuss their policies of your stay.*

We thank you for your patience. While we are saddened by the current events surrounding us all, we are optimistic that as a community we will navigate through this evolving situation together.

We continue to serve you with gratitude.

Stay safe and healthy.

The JM Hospitality Family