



Reopening FAQ | Fairmont Empress

We are excited to welcome you to Fairmont Empress! Caring for you is our top priority and our focus remains on continuing to welcome each of you with the thoughtful service and unforgettable experiences for which our hotel is renowned. To learn more about the extensive measures we are taking to safeguard, protect and care for our valued guests and employees, visit [ALLStayWell.com](https://www.fairmont.com/allstaywell). Please find the list of amenities open for your enjoyment*:

FOOD & BEVERAGE:

Veranda: Open daily beginning Friday, June 26 from 11:00am till sundown

Q Restaurant: Open daily beginning Friday, June 26 from 7:00am – 10:00am

Q Bar: Open daily beginning Friday, June 26 for lunch, dinner and drinks from 11:00am till sundown

Tea at the Empress: Served in the Lobby Lounge on Friday and Saturdays at 1:00pm

FITNESS CENTER:

The Fitness Center is open to registered hotel guests, with a limited capacity, between 5am – 11pm.

The swimming pool is open to registered hotel and spa guests from 9:00am – 9:00pm

Please note the fitness center is closed daily from 2:00pm – 3:00pm for deep cleaning (this includes the sauna and steam room)

WILLOW STREAM SPA:

Open from Thursday – Sunday 11:00 am – 7:00pm.

OTHER SERVICES & AMENITIES:

- Laundry Service available upon request
- BMW Car Service available upon request
- Extra towels and other amenities have been temporarily removed from guestrooms. Items may be requested through Housekeeping

TEMPORARILY CLOSED:

- Business Centre
- Valet Parking
- In Room Dining (to-go options are available through Royal Service)

We look forward to welcoming you while continuing to follow the provincial recommendations on travel. Please check back regularly for up-to-date information on our hotel and activities. *Please note: Hours of operation and service offerings may be subject to change.

Fairmont
EMPRESS