



## FAQ – GUEST SERVICES

Hotel Hotline: +1 (418) 692-3861

We are excited to share that Fairmont Le Château Frontenac is ready to welcome you.

We've missed you all and are thrilled to welcome our friends, family and community back into the hotel.

As always, caring for you is our top priority. To learn more about the extensive measures we are taking to safeguard, protect and care for our valued guests and employees, visit [www.ALLStayWell.com](http://www.ALLStayWell.com).

### RESTAURANTS

- **Bistro Le SAM** is now open (with physical distancing) from Sunday to Thursday for lunch and dinner from 11:30 am to 9:00 p.m. and on Fridays and Saturdays from 11:30 a.m. to 10:00 p.m. The SAM offer a reinvented bistro menu in a casual atmosphere. For online reservation, [click here](#).
- **1608 Bar** is open daily from 5:00 p.m. to 11:00 p.m. The 1608 offers cocktails prepared by our talented team of mixologist and a light à la carte menu.
- **Place Dufferin** is now open (with physical distancing) for breakfast (plated only) Monday to Friday from 7:00 a.m. to 10:30 a.m. and Saturdays and Sundays from 7:00 a.m. to 11:00 a.m. For online reservation, [click here](#).
- **Starbucks** is reopening its doors daily from 7:00 a.m. to 5:00 p.m. as of July 10<sup>th</sup>.
- **In-Room dining** is now available daily from 7:00 a.m. to 10:00 p.m.
- **Afternoon tea** will be served every Saturday as of July 11<sup>th</sup>, from 2:00 p.m. For online reservation, [click here](#).
- **Champlain restaurant** with Chef Stéphane Modat at his helm is reopening its doors as of July 16<sup>th</sup>. It will be open (with physical distancing) Thursdays, Fridays and Saturdays from 6:00 p.m. to 9:00 p.m. Brunch at the Champlain will be available in August in a new plated version. The Champlain offers a culinary journey through the discovery of a new Québec cuisine by award-winning Chef Stéphane Modat. For online reservation, [click here](#).
- **Les Glaces du Château** dairy bar (Access by the terrasse Dufferin) is now open daily from 11:00 a.m. to 9:00 p.m.

To make a reservation or for more information, you can contact us at 418-692-3861.

### CLUB FRONTENAC HEALTH CLUB AND SPA

- **The pool** is currently closed until further notice. Please ask at the reception or at the concierge desk for alternatives.
- **The steam baths and the Jacuzzi** are closed until further notice.
- **The fitness center** is reopening its doors in the Haldimand room (terrace level), from July 4<sup>th</sup>.
- **The Moment Spa** is reopening its doors as of July 11<sup>th</sup>.

## CHATEAU FRONTENAC EXPERIENCE ACTIVITIES

- The Château Frontenac Experience activities will be available from July 1, 2020. Our team has put together a whole series of activities for all tastes and for the whole family. Ask at reception for the activities offered and the schedule.

## OTHER SERVICES

- **Guided tours** of the hotel will be available as of July 1st.
- **A concierge** is currently available to help you plan your stay.
- **Fairmont Gold**, its lounge and its concierge services will be available daily as of July 10<sup>th</sup>.
- **The stores** located on the main lobby are open with flexible hours.

\*Please note that due to the current rapidly changing situation, the schedules mentioned may be subject to change without notice.

## FAQ – FAIRMONT LE CHÂTEAU FRONTENAC

### How are you ensuring that the hotels safely reopen?

We have a long-standing tradition of setting new benchmarks for service excellence in our industry and today is no different. In response to the COVID-19 pandemic, we have partnered with top experts to implement new standards of safety and enhanced operational protocols and procedures which are among the most stringent in the hospitality industry.

At each touchpoint along the guest journey, extensive measures are being taken to protect our guests and employees, including physical distancing; mandatory screening for all guests and employees, which may include a temperature check; masks provided to guests and worn by all employees; a 48-hour “settling period” for occupied rooms post-departure; increased frequency of cleaning & disinfecting, with a focus on high-touch points; and continued use of EPA registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19. Hands-on training for all employees, a dedicated on-property rollout committee and a formal audit program, validated under the new global ALLSAFE Cleanliness label, ensure initial and continued compliance.

Our new operational standards have been developed and vetted by a team of expert advisors to ensure maximum efficacy in preventing the spread of all viruses and pathogens, including COVID-19, with oversight by Bureau Veritas, a world leader in testing, inspections and certification; Dr. Amesh Adalja, Senior Scholar at the Johns Hopkins University Center for Health Security & fellow with the Infectious Diseases Society of America; and Ruth Petran, Ph.D., CFS, Senior Corporate Scientist, Food Safety and Public Health, for Ecolab, global leaders in cleaning and hygiene, and trusted advisors to the CDC.

### What safety precautions are you taking in the public spaces?

Safety precautions include, but are not limited to : mandatory screening for all guests and employees upon arrival, which may include a temperature check; mandatory masks for all employees; hand sanitizer stations in key areas throughout hotel; queues managed, and maximum occupancies updated to facilitate physical distancing; signage and markers communicating health & safety protocols in public spaces; increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points; cleaning time sheets displayed

### What adjustments are being made to the guest room?

Adjustment include, but are not limited to : reorganization of items in the rooms, safety items available upon request, and disinfected between each use (new items provided where possible); 48 hour “resting period” between guest stays, followed by cleaning and disinfection with EPA-registered chemicals, proven

effective in preventing the transmission of COVID-19; stayover housekeeping service every third day and wellness checks daily; no housekeeping service while guest is in room

### **What safety precautions are you taking in the restaurants?**

Precautions include, but are not limited to : welcome greeter offers hand sanitizer and mask upon arrival, with envelope to place mask in while eating; mandatory screening for all diners, which may include a temperature check; seating to promote physical distancing; shift to disposable menus and/or disinfection between each use; change of items / disinfection of all touchpoints on table between diners; increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19; masks & gloves for all restaurant workers, front and back of house

### **What happens if a guest fails a temperature check?**

Guests who display a higher temperature at the time of screening will be given the option to return home; however if that isn't feasible, the hotel will deploy self-isolation protocols for the guest and their traveling companions.

### **Are you monitoring employee health?**

We are closely monitoring the wellbeing of our employees. Any employee with relevant symptoms must not come to work, and are required to contact their health care professional for assessment and results before returning. Any employee who displays a higher temperature at the time of screening will be asked to return home, closely monitor their symptoms and connect with their Talent & Culture team to determine when it is safe to return to work.

### **Have there been any confirmed COVID-19 cases on property?**

We do not currently have any confirmed COVID-19 cases among our employees or guests. Should any concerns arise, we have a detailed set of operating procedures to follow in the event of a suspected case of any contagious disease, and our team is trained to manage such situations. We also have a global network of experts supporting our team and are in touch regularly with local health authorities who will inform our decisions in the event of a confirmed diagnosis.

### **What is your cancellation policy should I no longer be able to stay?**

Guests who booked fully refundable rates can cancel or modify their reservations without penalties on all.accor.com. Guests who booked non-flexible rates directly with Accor and planned to stay in one of our hotels prior to and inclusive of June 30th, 2020 may modify their reservation for a later date without any modification fees (subject to availability and applicable rates and conditions) by contacting the hotel directly or requesting a credit voucher for the full amount of the booking value for use at a future date at the same hotel. For guests who booked through a travel agent, online booking platform or other third parties, please contact your booking provider directly for assistance.

For more details on the new standards being implemented throughout the guest journey, visit [ALLStayWell.com](http://ALLStayWell.com).