



## Reopening FAQ | Fairmont Waterfront

We respect the trust you place in us each time you choose to stay with Fairmont Waterfront. Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are.

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.

As always, your wellbeing is our top priority. So your experience at Fairmont Waterfront may be a bit different than you're accustomed – including physical distancing; mandatory screening for all guests and employees, which may include a temperature check; and face coverings mandated for all guests and employees in all indoor public spaces.

For more details on the extensive measures being taken to protect our valued guests and employees from COVID-19, please visit [ALLSafeandWell.com](https://www.all-safe-and-well.com). Please find the list of amenities open for your enjoyment\*:

### **ARC RESTAURANT + LOUNGE:**

ARC, located just off the lobby, will be open for breakfast daily. ARC Lounge including patio will be serving an all-day menu from lunch until 9pm daily. ARC2GO, our take-away option perfect for dining by the pool or in your guestroom, will be available 7:00am – 9:00pm daily.

Breakfast 7:00am – 11:30am week days | 7:00am – 9:30am weekends

Weekend Brunch 10:00am – 2:00pm

All Day Dining 12:00pm – 9:00pm

ARC2GO (take-away) 7:00am – 9:00pm

Reservations are recommended and can be made through OpenTable or by dialing '0'. The ARC menu can be viewed online at: [www.arcdining.com](https://www.arcdining.com)

### **POOL + HEALTH CLUB:**

The fitness centre and rooftop pool will be open daily from 7:00am to 8:00pm at reduced capacity for your safety. Due to physical distancing measures, reservations are required for all hotel guests wishing to use the pool area. Reservations can be made at Front Desk upon arrival or through Royal Service (dial 0) at any time during your stay.

### **HOUSEKEEPING SERVICE:**

Housekeeping service will be performed while you are out of your room every third day of your stay, with wellness checks daily. Please note that to reduce contact; amenities, including robes, extra towels and magazines have been removed from rooms and stayover and turndown services are not being offered at this time. Should you require any of these items during your stay or would like fresh linens or sheets, please dial '0' and a member of our team would be pleased to assist.

**GUESTS + THEIR VISITORS:**

We understand the importance of sharing experiences with family and friends, however in order to comply with BC Provincial Health Orders and fire code regulations, please kindly note the following guest occupancy maximums, inclusive of registered guests; four (4) persons per room, and six (6) persons per suite. All non-registered persons are not permitted in guest rooms and suites after 10pm.

**OVERNIGHT HOTEL ACCESS:**

All entrances of the hotel will be closed between the hours of 12am-6am. If you are returning to the hotel after midnight a doorbell will be at the Front Door for re-entry. If you are departing or returning through our parkade after midnight please see a member of staff who will be happy to escort you to and from the parkade.

**LAUNDRY SERVICE:**

Laundry items sent out prior to 9:00am will be returned the same business day by 6:00pm. Items sent out after 9:00am will be returned the following day by 10:00am. A laundry bag can be found in the closet.

**BUSINESS CENTRE:**

Our business centre, located on the 2nd floor will be open daily and can be reserved through Front Desk.

**SAFETY PROTOCOLS:**

All common spaces and guest rooms throughout our hotel are cleaned to the highest standards by specially trained, professional housekeepers, using EPA registered disinfecting chemicals proven effective in preventing the transmission of all viruses and pathogens, including COVID-19.

- As an additional precautionary measure, the soft goods from your room (pillows, duvet, etc.) were rested for a minimum of 48 hours prior to donning fresh linens for your arrival.
- Hand sanitizer stations have been placed in key areas throughout the hotel for your convenience.
- Screening will be required at check-in and each time you enter the building and/or join us at the restaurant, which may include a temperature check.
- For your safety and ours, face coverings are mandated for all employees and guests in all indoor public spaces.
- Should you require any personal protective equipment, such as gloves, masks or hand sanitizer, please dial '0' and we will have them delivered to your room.
- Magazines and newspapers are available for you to enjoy on your personal electronic device by downloading the PressReader app.

**TEMPORARILY CLOSED:**

- Valet Parking
- In Room Dining (to-go options are available in ARC Restaurant)

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.

