



Reopening FAQ | Fairmont Waterfront

We are excited to welcome you to Fairmont Waterfront! 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*:

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.

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| Breakfast | 7:00am – 11:00am (7:00am - 11:30am weekends) |
| All Day Dining | 11:30am – 9:00pm (12:00pm – 9:00pm weekends) |
| 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

POOL + HEALTH CLUB:

The fitness centre will be open daily from 8:00am to 8:00pm at reduced capacity for your safety.

Our rooftop pool and surrounding terrace will be open daily from 10:30am to 7:00pm; due to physical distancing measures, reservations are required for all hotel guests wishing to use this area. Reservations can be made at Front Desk upon arrival or through Royal Service (dial 0) at any time during your stay.

HOUSEKEEPING SERVICE:

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.

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, your room remained unoccupied for a minimum of 48 hours prior to a final cleaning before 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, masks will be worn by all employees. Any employee showing signs of illness will be sent home and closely monitored.
- 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.

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.

