



COVID-19

RE-OPENING SAFETY PRACTICES

Murphy Hospitality Group is pleased welcome our guests into our hotel rooms once again. We are dedicated to making sure our team and guests are as safe as possible.

Here is how we are adapting our hotel experience.

Cleanliness and Safety Come First

All of our team members will receive COVID-19 safety and facility sanitation protocols, guidance and training consistent with the Hotel Association of Canada (HAC) and PEI Dept of Health recommendations, including:

- » A welcome back orientation
- » Training on new cleaning/disinfectant products and protocols
- » A walk-through of the property, so they can experience the changes from the guest's perspective

- » **Lobby & Registration:** Reduced contact at check-in, touchless transaction or PPE when contact is required, sanitizing stations, sanitized key-cards, paperless check-out, and enhanced cleaning and sanitizing protocols throughout our lobby and all high-traffic areas.
- » **Guest Room:** New and enhanced cleaning protocols including no stay-over service, reduction of in-room amenities and furnishings, and non-urgent maintenance issues will not be performed during a guest's stay. We are also committed to having a 24-hour rotation of all rooms. No rooms will be used back-to-back by different guests.

Guest Services

- » **Breakfast:** We will be offering To-Go Breakfast with pre-packaged or wrapped items prepared by one person wearing PPE.
- » **Guest Reception:** We will continue to offer our Guest Reception from 5pm - 6pm, Monday to Friday, always being respectful of our 6 feet physical distancing guidelines.
- » **Turndown Service, Walking Tours, Meeting Spaces & Valet Service** are temporarily suspended until a later date.
- » **Cookies:** Will be available and continue to be baked fresh, daily and served wrapped for your safety and enjoyment!





- » We will complete a detailed deep clean and sanitization every day, focusing on high traffic areas that would be touched by both team members and guests, as well as enhanced and detailed cleaning protocols for guest rooms.
- » Social distancing operational signage and procedures will be posted in all public spaces.
- » We are equipped with many hand sanitizer stations that are placed in high traffic areas for guests and team members.

- » We will focus on the 2m / 6ft social distancing measures by including flow of traffic arrows in common areas.
- » We have tightened our shipping and receiving practices to ensure social distancing measures are honored, as well as limiting non-essential people in the building.
- » Contact between guest and team members will be limited where possible.

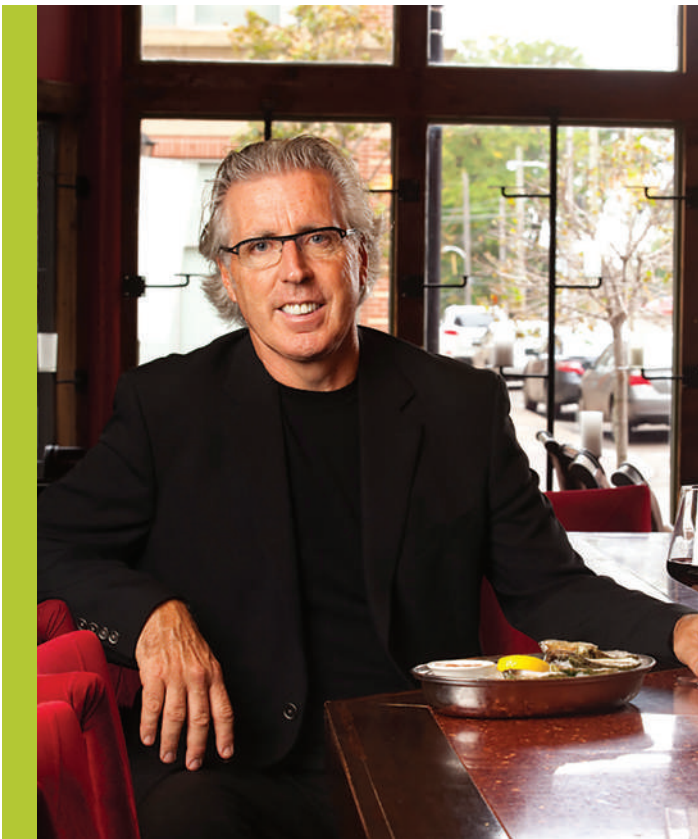




- » Daily closing and opening lists have been reviewed and updated.
- » All non-essential items will be removed from guest rooms and common areas including throw-pillows, newspapers and décor.
- » Guidance on the use of protective equipment and cleaning kits for all team members.

Monitoring team member health and personal hygiene:

- » Team members who are sick will remain home.
- » When clocking in, team members will be asked a series of questions confirming they are in good health.
- » If an employee becomes ill or presents symptoms, the team member will be sent home and asked to follow the steps outlined in employee illness and exclusion policy.



**Thank you for your continued business
and trust in Murphy Hospitality Group.**

Stay safe,

A handwritten signature in black ink, appearing to read 'Kevin Murphy'.

**Kevin Murphy, President
*Murphy Hospitality Group***