

Oakes Hotel Overlooking the Falls – COVID-19 Response

- ✓ Face masks or coverings must be worn in all public spaces per Municipality of Niagara by-law
- ✓ Express check-in with reduced contact and contactless check-out
- ✓ Social distancing – please maintain a distance of 6 feet from other guests and staff. The floor has been marked to provide a guideline.
- ✓ Guests staying over multiple nights will not receive full room service. Please dial “0” to request additional amenities & linen.
- ✓ Additional hand sanitizer stations are available at all guest entrances.
- ✓ Enhanced cleaning and sanitization measures of all high touch areas have been implemented in the public spaces, with focus on the following areas: Public restrooms, elevator buttons, 14th floor seating area, stairwells, parking entry and exit areas, hotel lobby.
- ✓ Enhanced guest room cleaning and disinfecting procedures are in place with a special focus on the following high touch areas such as: light switches, phones, alarm clocks, door handles, chairs, fridges, faucets and TV area.
- ✓ Room amenities are changed prior to all arrivals to provide peace of mind to our guests that all disposable items are new (toiletries) and others have been treated (TV Remotes).
- ✓ All non essential amenities have been removed temporarily from the guest rooms to reduce the risk of cross contamination, all paper products – directories and guides, along with the in-room coffee makers.
- ✓ Upon check-out all linens are bagged in individual guest rooms (including the cleaning rags) and sealed to prevent cross-contamination between guest rooms and public spaces.