

Our Commitment to Clean

Healthy and safety has always been at the heart of our approach to hospitality. At the Sheraton Centre Toronto, we are committed to creating safe spaces, safe meetings and events, and safe stays for our valued guests. Thank you for your loyalty and continued partnership during this time.



INSTALLING PHYSICAL BARRIERS & SOCIAL DISTANCING SIGNAGE

Plexiglass shields and protective barriers installed at the front desks, bell desk, food and beverage outlets and swimming pool.

Physical distancing signage and indicators placed in all public spaces of the hotel including: arrival queues, lobby, lounge, hallways, elevators, escalators, and restrooms.

Elevator spacing and revised maximum capacity guidelines for elevators, escalators, pool and more.

One-way guest traffic flow indicated in high traffic areas.

Furniture and public seating areas reconfigured to ensure physical distancing is maintained.

We are happy to work to customize seating capacities and room sets to meet individual distancing needs of group customers.

CLEANLINESS TRAINING & PERSONAL PROTECTIVE EQUIPMENT (PPE)

TRAINING

Thorough associate training on COVID-19 safety and sanitation protocols, hygiene best practices and proper usage of personal protective equipment.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Associates equipped with Personal Protective Equipment including face masks as a part of their uniforms based on public health guidelines. Thorough protocols to respond to associate and guest health concerns.



Our Commitment to Clean



ENHANCED SANITIZATION PROTOCOLS & DEEPER, MORE FREQUENT CLEANING

Increased cleaning and disinfecting of high-touch items in public spaces, including but not limited to elevator buttons, escalator and stair handrails, door knobs and restrooms.

Additional hand sanitizing stations for guest use placed in high-traffic areas and public spaces.

Usage of EPA-certified cleaning products and the highest classification of disinfectants, compliant with the CDC and WHO to kill COVID-19.

Increased cleaning of HVAC systems and replacement of air filters.

New technology including electrostatic sprayers to sanitize hotel surfaces to be rolled out soon.

NEW MEASURES FOR GUESTROOMS

Deeper cleaning of each guestroom between guest stays.

Cleaning and disinfecting all high touch areas in guestrooms - light switches, door knobs, TV remotes, thermostats and more.

Single-use amenities provided in each guestroom.

Removal of non-essential high-touch items (pen, paper, magazines, in-room glassware, coffee machines, and decorative furnishings).

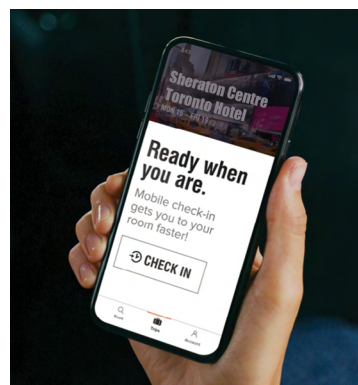
Removal of shared use items on guest floors (ice machine buckets, scoops, etc.)

Reducing in-stay housekeeping frequency to limit associate entry into guest room.

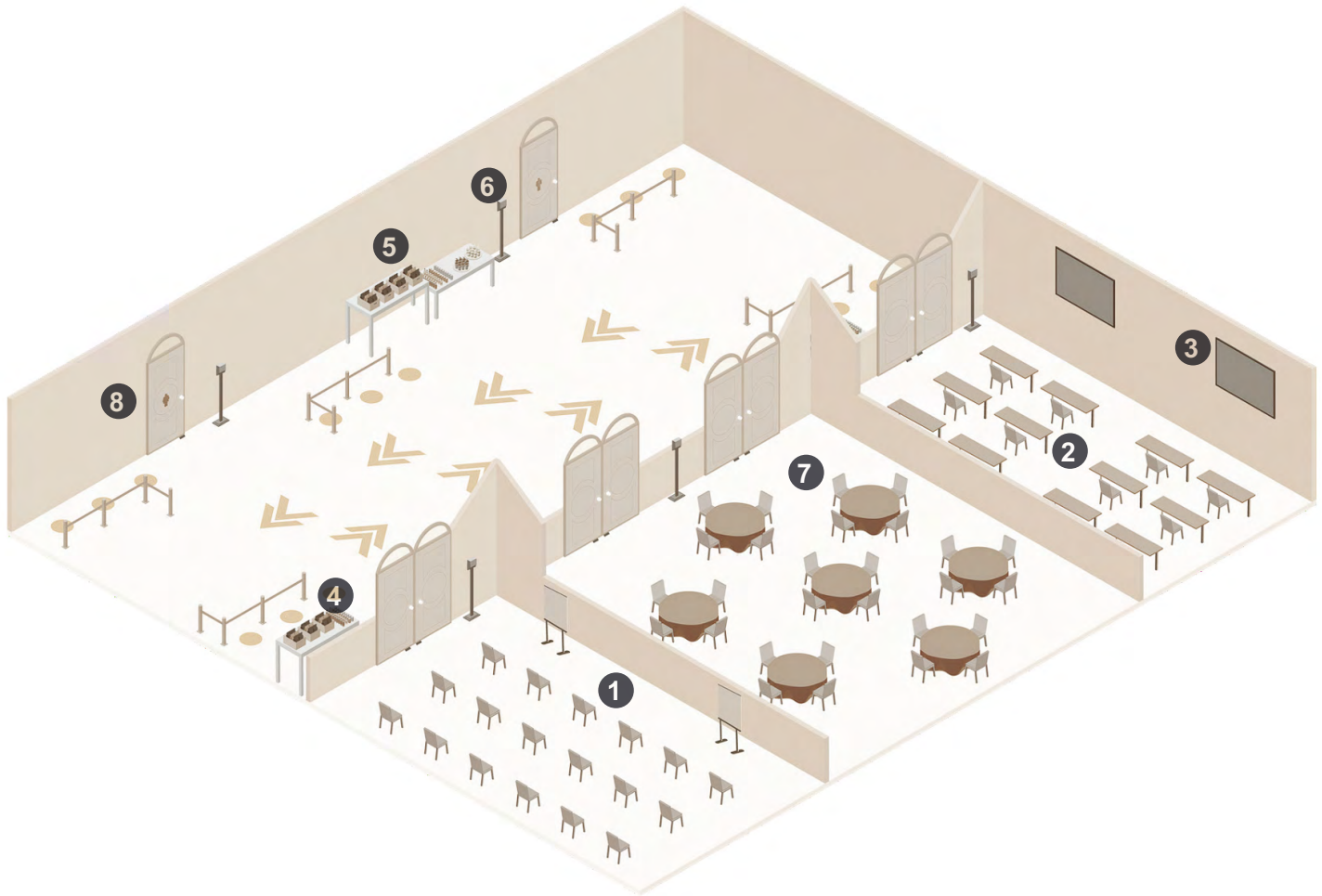
Sanitization kits with disinfecting wipes provided in each guestroom.

CONTACTLESS ARRIVAL EXPERIENCE

Guests can use their mobile devices to check-in, unlock their room with a digital key and check-out via the Marriott Bonvoy™ app.



Meet with Confidence



1 ROOM SETS

Customized floor plans with seating capacities for each individual meeting/event

2 TABLE SETTINGS

Linen free table options; minimized table settings, disinfected between use

3 AUDIO/VISUAL

Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual presenters and/or attendees

4 BREAKS

Single-serve and pre-packaged food and beverages; breaks coordinated across groups to manage guest traffic

5 MEALS

Thoughtfully crafted menus with tailored options based on the type and size of the event

6 SANITIZING STATIONS

Placed in meeting/event rooms and high traffic areas

7 PHYSICAL DISTANCING

All stations and tables spaced 6 feet apart.

8 CLEANLINESS + RESTROOMS

More frequent cleaning in high traffic areas and during breaks

Meeting New Expectations

At the Sheraton Centre Toronto Hotel, we have made changes to key elements of the attendee experience for meetings and events, leveraging new technology to provide contactless solutions.



PRE-EVENT

- ✓ Live-streaming support for virtual/live hybrid meetings
- ✓ Tech-enabled, lower contact registration platforms for Meeting Planners
- ✓ Virtual pre-cons with hygiene and safety briefings



AT THE EVENT

- ✓ Contactless registration
- ✓ Management of guest flow
- ✓ Tables set with new maximum seating capacity according to local guidelines
- ✓ Hand sanitizing stations

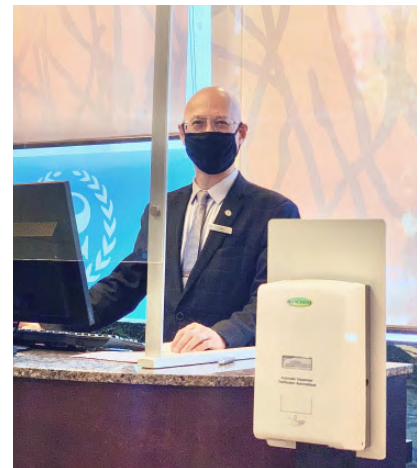


POST-EVENT

- ✓ Disinfection and cleaning of high-touch surfaces between each event, including chairs, tables, AV equipment, linens and other reusable items

Sanitation & Safety

- Sanitation of all shared equipment and meeting amenities before and after each use
- Stations with hand sanitizer or sanitizing hand wipes in all meeting and event rooms
- Replacement of all linen, including underlays, at the end of each meeting day or function
- Option to provide individually packaged pens and writing pads
- Disposable microphone covers or one microphone per speaker
- Disinfection of meeting rooms at the end of each meeting day



Less Contact, More Connection

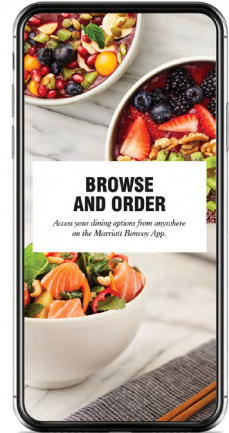
LEVERAGING NEW TECHNOLOGIES



MARRIOTT
BONVOY™

DOWNLOAD THE APP

Touchless technology available throughout the hotel via the Marriott Bonvoy App. Enjoy the convenience of remote check-in and check-out, usage of your mobile device as a room key and send requests to our front desk, all via your personal mobile device. Go contactless with Mobile Key, Mobile Dining, Mobile Chat via the Marriott Bonvoy™ app.



MOBILE CHECK-IN & CHECK-OUT

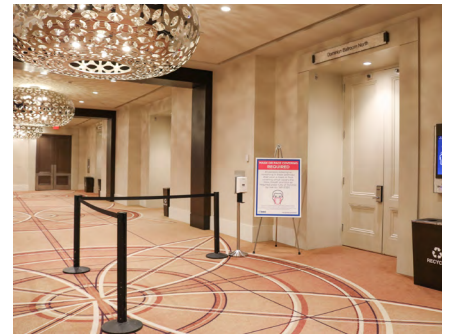
Enjoy a personalized, expedited and contactless arrival experience. Members can check-in to their upcoming reservations prior to arrival, receive a room ready alert notification from the hotel and check-out on their mobile device.

MOBILE KEY

Use your smart phone as a room key to conveniently access guest rooms and common areas. Mobile key allows guests to skip the front desk altogether if they choose, reducing contact with our associates and other guests.

MOBILE CHAT

Make requests or chat with an associate from wherever you are – no phone call necessary. Guests can begin chatting with our front desk staff up to two days prior to their arrival.



Nourishing the “New Normal”



TAILORED OPTIONS FOR MEETINGS & EVENTS

Enhanced food safety protocols with food and beverage services modified to reduce person-to-person contact.

Self-service stations and traditional buffets replaced with a wide variety of hygienic options: grab & go, canned & bottled beverages, pre-packaged items, associate-attended stations or plated service.

Meals and breaks set in spaces reserved for the specific event, with physical distancing designed into every meeting set.



ELIMINATION OF SHARED USE AND REUSE ITEMS

Items such as condiments, silverware, glassware, napkins, etc. will not be pre-set on tables, to allow for effective disinfection in between each guest.

Single-use, individually sealed food and cutlery items and disposable or digital menus offered as alternatives.

Payment methods modified to reduce handling of guest personal property, including use of trays to pass items, QR codes and self-service options.



GRAB & GO AND PRE-PACKAGED ITEMS

Traditional in-room dining modified to no-contact delivery methods (knock-and-go delivery in a single use bag).

Pick-up / grab-and-go items available in the lobby with single-use and disposable packaging.

We continue to source responsibly while working to reduce our environmental impact.

