

MEARIE TRAINING NOVOTEL COVID-19 PROTOCOLS

Nov 1, 2021

Effective November 1, 2021, the following protocols will be observed for all training sessions held at the Novotel Vaughan facility.

- All registrants will confirm at registration they have received their complete vaccination at least two weeks in advance of the session.
- At the beginning of each session, a MEARIE or Novotel representative will confirm the identity of participants and instructor(s) and proof of their vaccination. Acceptable proof is government-issued ID and either a paper or electronic copy of their vaccine records or confirmation through the vaccine passport system.
- Participants and instructor(s) must successfully complete the health and safety screening at the session.
- Participants and instructor(s) must abide by the Novotel's COVID protocols. These protocols are available on the MEARIE website and at the session.

All participants must fully (double) vaccinated for COVID-19 in order to attend any in-class training session through The MEARIE Group.

Failure to comply with any of the above protocols could result in the removal of the participant from the session, and participants will be responsible for all costs and not be eligible for any refunds.

What the Novotel expects from its valued Guests

- ◆ Guests will be required to provide government-issued photo ID to confirm their identity as a valid hotel guest. Visitors are not permitted in either guest rooms or hotel lobby.
- ◆ Meeting delegates will be required to provide proof of their COVID-19 vaccination to attend meetings.
- ◆ Guests and meeting delegates are not permitted to linger in common areas including the hotel lobby.
- ◆ Masks are to be worn in common areas.
- ◆ Masks may be worn during meeting sessions at the discretion of the delegate.
- ◆ All communication with Front Desk Guest Service Agents will be conducted via telephone.
- ◆ Meeting room delegate seating distance of 6 feet will be provided.
- ◆ Meals will be provided in individual boxes in the meeting room for delegates.
- ◆ Designated group bathrooms are provided (not available to the public).
- ◆ Traffic areas have clear markings.

All guests receive both a letter and an explanation of the additional cleaning procedures implemented to ensure their safety, placed at reception and in each guest room. Hotel staff have been trained in these additional procedures.

Additional Novotel Best Practices and FAQs

SANITARY PRACTICES- What does the Novotel use for disinfection right now, what is the schedule looking like and the frequency of areas disinfected?

- ◆ Novotel uses EcoLab Peroxide Multi Surface Disinfectant and Cleaner on all hard surfaces in the guest rooms and high touch points (remote controls, thermostats, door handles, locks, phones, light switches etc.) We are also using it on all common areas including elevator buttons (every 15 - 30min), luggage carts, front desk area surfaces, credit card reader, pens, and guest room keys.
- ◆ Key cards are cleaned and disinfected whenever they are returned from a previous guest prior to reusing.

What does Novotel have available to Guests?

- ◆ Novotel has made hand sanitizer available at all high touch points.
- ◆ New soap, shampoo and conditioners are placed in the room daily, along with coffee amenities when a guest has checked out.

What does Novotel expect from its valued Guests?

- ◆ Guests are not permitted to linger in common areas including the hotel lobby.
- ◆ Guests will be required to provide photo ID to confirm their identity as a valid hotel guest. Visitors are not permitted in either guest rooms or hotel lobby.
- ◆ All communication with Front Desk Guest Service Agents will be conducted via telephone.

What measures has Novotel put in place to ensure physical/social distancing?

- ◆ Novotel has plexi-glass shields at each front desk counter.
- ◆ Signage has been placed at entrances to encourage physical distancing
- ◆ Barriers have been placed at front desk to keep guests back, still while being able to assist them
- ◆ X's are marked on the floor, 2 meters apart to indicate where guests should be standing while waiting
- ◆ Novotel encourages guests, at check in, that they don't have to visit the desk at check out and receipt will be emailed to them.
- ◆ Signage at each elevator to remind guests to ride solo or with only their family members
- ◆ Offer the same self-isolation measures for all guests.
- ◆ Remove coffee station from the lobby
- ◆ Practicing touchless check in/out as much as possible

What is Novotel's practice for changing/laundrying/cleaning sheets and towels?

- ◆ Novotel uses industrial grade washing detergent, with disinfection taking place through the alkalinity and temperature changes.
- ◆ For Guests whom are self-isolating, there are procedures in place providing them with a handout that advises Novotel's staff will not be entering guest rooms. Staff will provide any disinfectant and linen as needed to be placed in bags outside guest, rooms and will be replaced with clean linen and towels. This outline will also provide info about hotel public spaces and encourage them to stay in their room.