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Welcome to Fairmont Century Plaza! Thank you for choosing us as your home away from home. The safety and wellbeing of our guests and employees are of paramount importance to us. Following guidance from global, national and local health authorities, we have implemented vigilant measures to minimize risk and maintain a safe, healthy environment for all who visit. These measures include:

- Partitions at check-in to ensure the safety of our employees and guests.
- All guests at check-in will receive a welcome kit that will include a mask, hand sanitizer, alcohol wipes and gloves.
- All common spaces and guest rooms throughout the hotel are cleaned to the highest standards by specially trained, professional housekeepers, using electrostatic sprayers and EPA registered disinfecting chemicals proven effective in preventing the transmission of all viruses and pathogens, including COVID-19.
- Guestrooms will remain unoccupied for a minimum of 48 hours prior to a final cleaning before a new arrival.
- Signs and reminders to ‘protect yourself and others’ by socially distancing.
- Greatly reduced capacities throughout the hotel to ensure personal space is never compromised.
- Hand sanitizer stations have been placed in key areas throughout the hotel for convenience.
- Housekeeping service will be performed while guest’s are out of the room with daily wellness checks. For any additional amenities or services, it will be available upon request.
- For your safety and ours, masks will be worn by all guests and employees. Any employee showing signs of illness will be sent home and closely monitored.
- Screening will be required as you enter the hotel and or join us at the restaurant or spa which may include a temperature check.
- Amenities including the pool and fitness center may be modified for your safety.
- Contactless checkout is available via text message, telephone or television. Keys may be left in room and an invoice will be provided to the email listed on your reservation.

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## STAY SAFE & STAY WELL

As always, caring for you is our top priority. Our new standards of safety and enhanced protocols and procedures were developed and vetted by a team of expert advisors to ensure maximum efficacy in preventing the spread of all viruses and pathogens, including COVID-19. To learn more about the extensive measures we are taking to safeguard, protect and care for our valued visitors and employees, please visit [ALLStayWell.com](https://www.fairmont.com/ALLStayWell.com)