



Chocolate Lake Hotel

November 25<sup>th</sup>, 2020

Dear Valued Guest,

Thank you for placing your trust in our hotel and our associates who are dedicated to providing you with a safe and healthy home away from home.

First and foremost, please know that we are focused more than ever on the health and safety of our guests and our associates – your wellbeing is our top priority. Hygiene and cleanliness have never been more important to us – we believe that hotels can never be “too clean.” It is with your health and wellbeing in mind that we launched the “We Care Clean<sup>SM</sup>” program which include:

- Using enhanced techniques to clean guest rooms after each guest stay. We are paying particular attention to high touch point areas, to include key cards, public area computers, elevator doors and buttons, door handles, locks and latches, light switches, desk surfaces, telephones, television remote controls, and bathroom fixture handles.
- Heightened sanitizing attention to common areas, such as the front desk, restaurant furniture, and lobby.
- Hand Sanitizers have been installed throughout the hotel at all elevator landings and entrance to the restaurant.
- Prior to your walking through the door to your room, all linens and terrycloth products will have been washed in chemicals aimed at killing the virus, and at a high-heat temperature at which it cannot survive. Additionally, knowing you want to practice safe social distancing, stay-over service will not be provided
- For more information visit: <http://corpcom.bestwestern.com/we-care-clean-press-release-final.pdf>
- To practice safe social distancing, housekeeping stay-over service will not be provided. Please contact the Front Desk for any requests.

In accordance to the Government of Nova Scotia effective Friday July 31<sup>st</sup>, 2020 **face masks are required in all indoor public areas of the hotel.** We will continue to follow the advice and guidance of Nova Scotia’s Chief Medical Officer, updating you with any relevant information as it relates to our facility and you and our guest.

- The fitness center is open. Fitness equipment must be cleaned with a disinfectant after each use. Every evening, these areas will be sanitized as we are focused on your health and well-being.
- Indoor Pool is open daily from 9:00am to 9:00pm. **POOL USE BY APPOINTMENT ONLY.** The use of the Pool is restricted to overnight guests only. No visitors allowed.
- Our restaurant Lakeside Bar & Grill is open daily 430pm to 9pm for takeout orders only until further notice. Call to place your order 902-444-8680.



We recognize the importance of providing you a quality breakfast when you stay with us, we have implemented a breakfast program that ensures the food you receive is safe and healthy. Grab & Go Breakfast picked up at the front desk between 630am-930am.

Choices are:

(items are subject to change):

**Hot Breakfast:** Egg, meat & cheese breakfast sandwich\*, fresh fruit, granola bar, bottled beverage (water, OJ, Apple) \* sandwich may be heated in microwave by coffee station or in your room.

**Cold Breakfast:** Muffin, fresh fruit, granola bar, yogurt, bottled beverage (water, OJ, Apple)

**Kids Breakfast:** Cereal box, fruit cocktail cup, yogurt, milk

Coffee, Tea & Hot Chocolate available at beverage station in our lobby

With regards to our meeting space, all chairs, tables and equipment are sanitized before and after each use. The self-serve beverage station includes hand sanitizing station and napkins for use when serving your beverage. We recommend that anyone using the room practice social distancing during your meeting.

We want you to know that we truly care about you, your family and your health – we are a community that cares about one another. We stand ready to provide you a safe, clean home away from home as “We Care Clean” is the new standard. Stay healthy. Stay well.

Thank you for the privilege of sharing our hotel with you.

Sincerely,

The Staff & Management Team

