

- We have placed NanoSeptic Self-Cleaning covers on all door handles and elevator buttons.
- Installed additional anti-bacterial stations at every elevator bank and in high traffic areas. We have also provided them in the offices and heart of the house for our staff.
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request.
- Robes will be available upon guest request.
- Associates are expected to minimize contact with guests while cleaning hotel rooms. Stay over cleans will be reduced and towels can be exchanged as needed.

Group and Meeting Facilities (when guidelines permit re-opening)

At Hotel X Toronto we are committed to working with you in planning your meeting from start to finish to ensure an exceptional experience. If physical distancing is still in place, our team in Banquets & Catering will re-work your set up, organize your entry and exit flow, and collaborate with you to deliver as much creativity and problem solving as possible to ensure you are comfortable and the event is compliant with the guidelines in place.

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows public health guidelines.
- All shared equipment and meeting amenities to be sanitized before and after each use, or be single-use if not able to be sanitized.
- Sanitize conference room doors, tables, chairs, light switches and other equipment after each group use.
- Post signage throughout the meeting space reminding guests of appropriate physical distancing guidelines.
- All linen, including underlays, to be replaced after each use.
- Flatware to be provided as a roll-up.
- Coffee and other break items to be attended and served by a server.
- Condiments to be served in individual PCs or sanitized individual containers.

Gift Shop (when guidelines permit re-opening)

At Hotel X Toronto, we want to ensure you have everything you need for your stay to exceed your expectations. Should the Gift Shop not be open, we will operate a Gift Shop from the Front Desk to accommodate your needs.

- Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces will be sanitized at a minimum every hour and before each shift change.
- All handles, knobs and stock rooms are to be sanitized at a minimum once per hours.

- Signage will be posted outside the Gift Shop door to remind staff and associates of the maximum occupancy, as well as social distancing guidelines when in the shop.
- All sales from the gift shop are final until further notice.

Restaurants, Bars, Lounges and In-Room Dining

(when guidelines permit re-opening)

The protocols and guidelines in the area of Food & Beverage are continuously changing and it is still uncertain what it will look like post-pandemic, or upon re-opening. We will continue to do research as the situation evolves. This area is a fluid area and will constantly be evolving with new protocols and guidelines. At Hotel X Toronto we will adapt and modify our Food & Beverage operations as required. For now, we have implemented the below preliminary standards based on the current requirements.

- In-Room Dining (IRD) will be take-out only. Food parcel to be left on door handle and guests are notified of the delivery and applicable charge on folio.
- Restaurants taken with physical distancing in mind and restaurants reduced capacity.
- All shared equipment and meeting amenities to be sanitized before and after each use, or be single-use if not able to be sanitized.
- Bar snack service to be suspended.
- Dining tables and chairs to be sanitized before and after each use.
- Flatware to be provided as a roll-up.
- Condiments to be served in individual containers.

Rooftop Pool and 29th Floor (when guidelines permit re-opening)

Hotel X Toronto is a resort, regardless of the uncertainty of the pandemic, we want to ensure you get the full resort experience out of your stay with us. We have expanded our luxury relaxation areas and included safe distancing measures for you to enjoy at ease and with peace of mind.

Rooftop Pool:

- Occupancy will be limited and monitored in the rooftop pool area.
- Spacing around the pool and between the loungers will be increased.
- Associates will sanitize lounge chairs after each use.
- Reservation time will be required to enter the rooftop pool area—we will taking 120 minute reservations.

29th Floor:

- The 29th floor will have physical distancing with lounge chairs available on a first come, first serve basis.

Guerlain Spa at Hotel X Toronto (when guidelines permit re-opening)

Guerlain Spa at Hotel X Toronto is thrilled to welcome clients and guests back into the spa. To ensure the health and safety of our guests, clients and associates, we have enhanced our already rigorous cleaning protocols to include the below to meet and in most cases exceed the guidelines currently in place.

- All guests will be required to have their temperature taken prior to entering the spa.
- Reduced capacity of appointments and clients in the spa at one time.
- Extended time between appointments for additional cleaning measures.
- Furniture will be rearranged and spaced out in the relaxation areas to accommodate social distancing. Magazines and self-serve tea/refreshments will be removed. Individual beverages will be offered and available.
- It is mandatory that all spa associates wear protective masks and/or face shields and gloves.

10XTO—Fitness Centre (when guidelines permit re-opening)

10XTO is the 90,000 square foot athletic club associated with Hotel X Toronto and an amenity to guests during their stay. Below we have outlines the protocols put in place to meet and exceed fitness centre guidelines.

- A reservation will be required to enter the facility (gym reservation or amenity booking).
- Temperature checks done at the 4th floor reception desk upon entering the facility.
- If any guest is showing signs of a fever, cough, sore-throat or flu-like symptoms, we will kindly ask that you do not enter the facility.
- All equipment and machines must be wiped down with disinfectant products provided before and after each use.
- Water Fountains will be available for refills. Please bring your own water bottles to the facility and enough water for your session. Drinking from the fountain will not be permitted.
- Sanitization stations will be placed throughout the facility. We encourage frequent hand sanitization during your time at the facility.
- Avoid rubbing your face and mouth as much as possible.
- Protective masks are mandatory in public areas.

- Increase cleaning and maintenance of courts, restrooms, front desk, handles and elevators will be done throughout the day to ensure your safety.
- We have placed NanoSeptic Self-Cleaning covers on all door handles and elevator buttons.
- Associates are required to wear protective masks throughout the day, in all public areas, unless on court.

When playing tennis:

- Guests are asked to arrive no more than 10 minutes prior to their session and to leave following their session.
- Please bring your own tennis balls for your session - cans of tennis balls are available for purchase at the 4th floor reception desk.
- Guests are encouraged to mark their tennis balls to avoid accidentally swapping their tennis balls with their neighbouring courts tennis balls.
- If a ball from the neighbouring court rolls onto your court, please return it using your racquet, not your hand.
- Tennis racquet demos will not be available until further notice.
- Players shall sit on separate benches during their session.
- Associates will wipe down the benches after each session.

COMMITMENT TO SERVICE QUALITY

Hotel X Toronto is committed to being the World’s Kindest Hoteliers, delivering extraordinary customer service at each guest encounter, consistently exceeding guest expectations. Globally we are navigating through an unprecedented and uncertain time, but delivering exceptional service will continue to be our focus and top priority. We will continue to educate both our Front of House and Back of House teams on topics such as protecting ourselves, as well as others, proper use of PPE, workplace safety and cleaning protocols.

Amenities and staffing levels may be restricted and the Hotel X Toronto experience may look different in this “new normal”, but it will feel the same. Our dedicated staff will be delivering the same attention to detail and extraordinary guest experience we pride ourselves on.