

Dear Guest,

Welcome to [Sandman Hotels and Suites](#), thank you for choosing us for your extended stay. If you're receiving this letter, you have indicated to us that you are choosing or have been mandated to self-isolate in relation to COVID. Perhaps this is a result of international travel, your desire to keep distance from a vulnerable relative, or simply to do your part to flatten the curve and curb this virus once and for all. You're making a responsible choice, and we're so thankful that you're here.

Since you'll be cozying in for the next couple of weeks, we want to share some information regarding safety protocols and respectful expectations regarding person-to-person interaction while you're here:

- **Person-to-Person Interaction** – Please follow the Health Canada recommendations for self-isolation, and refrain from person-to-person contact for a period of at least 14 days. Out of respect for people at this property, we kindly ask that you hold tight in your room to reduce the likelihood of coming into contact with others or touching common areas.
- **Food Delivery** – In keeping with the above note, we encourage you to have food delivered directly to your room. [Download](#) the apps for Skip the Dishes, Door Dash, treat yourself to whatever you're craving! We ask that you please call the Reception Desk (dial "0") and let them know that you have food delivery on the way, so we can permit the delivery person to access your guest floor. We'll call you when the delivery arrives, and we'll ask the delivery person to leave your food right outside your room door.
- **Room Cleaning** –
 - o In keeping with self-isolation best practices and Health Canada recommendations, our employees will not enter your room during your self-isolation period; however, we want you to be comfortable and will do our best to service your room remotely.
 - o We will be happy to replace your towels and remove garbage on a daily basis, and to replace your linens twice per week (or more frequently, upon request), provided that such items are bagged and left outside of your room, per the instructions below.
 - o Please place used towels and soiled linens in the bags provided, and kindly keep garbage in the separate bags provided within the garbage cans.
 - o Used items should be left outside your room door before 11:00am, and will be picked up and exchanged by our awesome housekeeping crew.
 - o For their safety and peace of mind, please ensure that all bags are tied closed.
 - o We will be happy to replace your toiletries upon request.
 - o If you would like additional cleaning supplies to tidy your room, please dial "0" and we will be happy to deliver a few items to your room.
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- **Health Matters** – If you start to develop COVID symptoms during your stay, please call the Provincial Health Authority to determine whether you should be admitted to a medical facility. If that becomes the case, please dial "0" to make arrangements for your safe, early, contact-less departure. Our #1 goal is to keep you and our team members safe.

If it starts to feel like 14 days is a lifetime, think about Chris Hadfield, the Canadian astronaut who spent 166 days in space. His advice? Use this time to educate yourself: take an online course, work on learning a new language, and use technology to connect. We look forward to hearing you say 'farewell' in Spanish, Mandarin, or Portuguese on your way out. :)

Welcome Home,

[Vik Goraya](#)

[General Manager](#)