



Our Commitment:

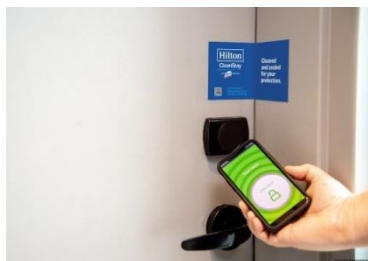
As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve.

What Precautions is the hotel taking for arriving guests?

- Rigorous cleaning procedures & schedules are now enhanced with Hilton **CleanStay with Lysol Protection**.
- Signs are indicating social distancing within the hotel and attention to traffic flow of guests.
- Amended meeting room layout and capacities for increased safety measures in the restaurant and meeting room floors

What is Hilton CleanStay with Lysol Protection?

- Hilton has developed a global program that will introduce a new standard of hotel cleanliness and disinfection to ensure Hilton guests enjoy an even cleaner and safer stay. The program has been developed with experts from RB, maker of **Lysol** and **Dettol**, brands trusted for safely disinfecting surfaces.
- **Hilton CleanStay** builds upon Hilton's already high standards of housekeeping and hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use. Key aspects to the program are:
 - **Hilton CleanStay Room Seal** to indicate that **guest rooms haven't been accessed since they were cleaned**
 - **Extra disinfection of top 10 high touch areas in guest rooms** including light switches, phones, remote controls and door handles
 - **Guest-accessible disinfecting wipes** at entrances and high traffic areas
 - Evaluation of new technologies like **electrostatic sprayers with disinfecting mist** and **ultraviolet light to sanitize** surfaces and objects
 - **Enhanced Team Member safety and well-being** with personal protective equipment and enhanced training and protocols
 - **For more information visit:** [Hilton CleanStay with Lysol Protection](#)



How can you protect my guests during checking in and checking out?

- Digital key is a way for guests to use their smartphone as their room key.
 - Guests must opt in for digital key during their digital check in through the Hilton app. (Must be done prior to arrival or on the day of arrival)
 - Only 1 person is able to utilize the digital key as it is based on the Hilton honors tied to the digital check in
 - A credit card must be applied to the Hilton Honors membership tied to the reservation
- Increased cleaning protocol are followed based on **CleanStay with Lysol Protection**.

What food and beverage options are available to guests?

- Our restaurant & room service are closed and will reopen when restrictions are lifted.
- We take great pride in maintaining the highest standards of cleanliness and hygiene. Extra measures will be in place to adjust food and beverage services and safety
- The new Marketplace located in the lobby will offer additional food and beverage options such as snacks, sandwiches and frozen goods.
- Local food delivery services continues to deliver to guests and our staff aid in the contactless delivery options

Is the Fitness Center Open?

- Currently the fitness center is closed. It will be reopened when government restrictions are lifted.
- Enhanced cleaning scheduled will be included with **CleanStay with Lysol Protection**.

Why would the traveler need a virtual concierge?

- Our 24 hour virtual concierge service is based a text messaging service (Tel : 778-608-2229)
- When your traveler provides their mobile number at check in they can easily communicate with our team throughout their stay.
- Their phone number is confidential and information is securely stored
- Virtual Concierge service is not a solicitation or marketing vehicle, this is strictly used for your guests to communicate with the hotel with regards to their stay. Examples are:
 - Pre-arrival information such as when their room is ready
 - Requests for dining, tourist/local information and additional housekeeping services
 - Communications regarding logistics such as shuttle service, packages or valet parking information
- Virtual concierge service is also available to them after they check out just in case something was lost or misplaced

If a traveler needs to cancel their reservation, what should they do?

We have made additional adjustments to our modification and cancellation policies to provide you with maximum flexibility while travel remains restricted in many parts of the world

- Existing or new reservations made prior to June 30th, 2020 can be cancelled regardless of what the existing cancellation terms are in place.
- If you are a Hilton Honors member and cancel an Advanced Purchase rate, you may be eligible for a free night certificate for each cancelled night. Free night certificates can be used at our over 6,000+ properties worldwide. Stays must be completed by August 31, 2021.
- If you need to adjust reservations made via the Hilton website, app or call center, please contact 1-800-HILTONS or the Hotel directly at 604-438-1200.

For Meetings and Events, what precautions are being made?

- Our sales & catering team have revised capacity and floor plans which takes into account social distancing measures
- Food & Beverage services will also have additional measures such as coffee stations will be manned to encourage proper distancing and creamers / sugars offered will be individually packed.
- Increased cleaning regiments will be implemented
- Team members will be wearing personal protection equipment to aid in the safety of your delegates
- Washroom attendants will be available to manage flow of traffic

What happens with my Hilton Honor Points and Status?

- Hilton making a number of adjustments to help you maintain your status and points across the remainder of 2020.
- **2020 Status Extension.** We are extending your 2020 member status through March 31, 2022. This means you will continue to enjoy all the Diamond, Gold or Silver benefits you have access to today for the next **24 months**.
- **Points Extension.** We will pause the expiration of all Points scheduled to expire between now and December 31, 2020.
- **Weekend Night Rewards Earned on Eligible Hilton Credit Cards.** We have extended the expiration date of all unexpired Weekend Night Rewards as of March 11, 2020, and all new ones issued until August 30, 2020, through the end of next summer (August 31, 2021).

Who can I or my travelers contact for additional information?

- Hotel directly – 604-438-1200
- Reservations – yvrm_rs@hilton.com
- For Sales & Catering Team please contact:
 - Virna Yu – virna.yu@hilton.com
 - Elaine Samson – elaine.samson@hilton.com
 - Jackie Jones – jacqueline.jones@hilton.com
 - Manager on Duty – 604-970-3651