

# RAMADA<sup>®</sup>

## BY WYNDHAM

To Our Loyal Guests –

We are taking the coronavirus (COVID-19) outbreak very seriously and wanted to update you on everything the Ramada is doing to ensure your health and safety in our store.

We are following guidance from the Public Health Agency of Canada (PHAC), and in addition to our standard cleaning procedures, have invested additional labor hours daily to allow for more frequent and deeper cleaning of the hotel. From food safety, to health and hygiene, to cleaning and sanitation – our commitment is to go above and beyond requirements and recommendations. In short, we are implementing preventative measures to ensure Guest and Team Member well-being.

As always, our policy requires all Team Members to stay home if they're feeling ill or have symptoms of a respiratory infection. We will continue to monitor this evolving situation and adjust procedures, if necessary, so everyone can continue to enjoy their visit to the Ramada.

We know that many of you have already received information from other sources with guidelines to follow regarding the virus. In addition, we are sharing the following links/resources:

Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

PDF for keeping workplaces safe: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>

The World Health Organization <https://www.who.int/>

Thank you for being a loyal guest!

Sincerely,

Murray Waters

General Manager