



**H E S T E R C R E E K**  
**E S T A T E W I N E R Y**

**2021 Covid-19 health and safety information - Villa**

Providing safe and clean environments for our guests and colleagues is always a top priority for Hester Creek. We remain committed to upholding the highest standards and want you to feel at ease when you visit our Villa, knowing you'll experience the quality you expect from Hester Creek.

We have implemented additional Covid-19 safety measures and protocols in accordance with B.C. government and Interior Health mandates.

In addition, comprehensive COVID-19 guidance is in place throughout our company, detailing how to protect against transmission of the virus, and procedures are in place in case there is a suspected or confirmed case among our guests or colleagues.

To help alleviate the risk of COVID-19 transmission through person-to-person contact, we kindly remind guests to maintain safe social distancing protocols. Please do not visit at this time if you are unwell, have traveled out of country in the past 14 days, or are residing with someone in self isolation.

**Some of our key measure and protocols include:**

- We are offering non-contactless check-in, providing a “virtual” check in video available to each guest upon arrival.
- After each guest check-out, we perform a diligent cleaning of all rooms and surfaces including the removal of all linens and removal of all dishes (despite use). When appropriate, we will be using UV light room sterilizers as an additional level of disinfection.
- All guest facing surfaces and all materials within your room and in common areas will be cleaned to the highest standards according to the recommendations by our governing health authorities.
- All components, surfaces, in-room elements, linens, towels, robes, décor accents, furniture, floors, remotes, electronics, and all other amenities will be sanitized to ensure your safety.
- All unused linens and amenities as normal, will be removed from the room and cleaned and disinfected.
- We undertake a full laundering of sheets/towels/mattress protectors/slippers and house coats – with detergent, bleach and softener.
- For everyone’s safety, we are currently not offering any room refreshes during the guest’s stay. To minimize contact we will equip each suite with extra towels, amenities, paper towels, garbage bags, dish soap, coffee, etc.
- Our staff are trained on safe food preparation and service practices. They employ regular hand washing before, during and after breakfast preparation and service. We disinfect all kitchen surfaces before and after food preparation and service, and disinfect all breakfast and room dishes in food safe (180 degree) dishwasher
- Breakfast service will be delivered to the suite by staff for the guest’s private dining (communal dining in our breezeway with other guests is temporarily not available).
- In performance of their duties, our staff will be wearing masks and disposable gloves.
- Our team members are required to more frequent practice proper hand washing, before and after each room is cleaned.
- Fabric materials are steamed with each room cleaning and cleaned with the recommended fabric cleaners.

Although our Villa operations have had to change, our commitment to the genuine care for our guests has remained the same. We wholeheartedly thank you for being a loyal guest in this time of uncertainty. If you have any questions or concerns please do not hesitate to contact our Villa Manager, Melissa McLaughlin. *Updated January 27, 2021*