

May 25, 2020

JW Marriott The Rosseau Muskoka will re-open to overnight guests on Friday, May 29, 2020, offering select services.

The resort team has been hard at work, developing new ways of protecting the health of all our guests and associates, and keeping everyone safe.

Below are some of the new procedures, along with ways our guest experience will change in the coming months. When the government advises that it is safe to allow restaurants, pools, spas and meeting rooms to re-open, all these areas will operate differently than they did in the past, until the COVID 19 pandemic no longer presents a threat to public health. Even then, we will take what we have learned and apply those lessons to enhance the guest experience and sense of security in future.

- Every associate at the resort has received, and will continue to receive, special Health and Safety training specific to Marriott's Commitment to Clean Plan prior to returning to work. New enhanced cleanliness protocols are followed scrupulously.
- A risk assessment and temperature check will be completed before each team member's shift to ensure that everyone coming to work is clear of symptoms and has not been in contact with anyone with symptoms.
- Each associate has committed to washing or sanitizing hands every 20 minutes.
- The resort provides Personal Protective Equipment for all employees, and everyone is required to use it.
- We are in the process of launching Mobile Key so that guests can go directly to their rooms without checking in physically. Mobile Key will be available in June.
- For those who do need to check-in with a resort associate upon arrival, they will remain in their vehicle and an attendant will conduct curbside check-in.
- Guests who require luggage assistance will remain in their vehicles for luggage drop-off and pick-up.
- Valet parking service has been suspended, however, limited indoor self-parking is available for a fee.
- Hand sanitizing stations and disinfectant wipe dispensers have been added at all high contact points.
- Physical distancing and directional floor markers, signs and cleanliness signs are in place throughout the hotel, indoors and outdoors.
- When pools open, a system of pool chair reservations will encourage physical distancing on pool decks. In the meantime, pool chair reservations are offered at the resort's two private beaches.
- When restaurants and bars open, all restaurants, bars and seating areas, indoors and outdoors, have been re-arranged, with tables and chairs removed to allow physical distancing.
- Washrooms have alternating cubicles and sinks placed "out of order" to encourage physical distancing.
- Protective plexi-glass is in place at Front Desk and Concierge to enable the guest to experience a warm welcome while remaining protected.
- Each guest room will have a 48-hour gap between guest departure and cleaning / sanitizing. Only then will a new guest check-in to that room.
- Guest rooms have been stripped of all unnecessary amenities that cannot be cleaned and sanitized in the room after guest departure.
- Daily Housekeeping Refresh service is suspended. A system is in place to enable guests to receive fresh supplies without having a resort associate enter the room.
- Recreation activities have been redesigned, for example, bicycles are returned to one area and are not available for pick-up in that area. They are sanitized first and then placed in the "clean bike" area.
- Activities will require a reservation to allow the facilitator to ensure that physical distancing is feasible.
- In preparation for group meetings and events, new floor plans for function set-ups are available, with revised capacities that will allow physical distancing when these gatherings are permitted.
- Chef Crymble and team have designed special menus suited to guest room delivery or take-out.
- Buffet food service will not be available until further notice.