













Capacity based on physical distancing



Well-organized foot traffic in common areas



Moveable protection systems



Continuous rounds of sanitizing in public areas



All personnel wear protective equipment



Safety instructions displayed



Sanitizer gel stations



Extensive cleaning protocols for guest rooms



All personnel follow strengthened safety measures



Contactless checkout procedures

## Preventive Neasures

Leasures	Hôtel Classique	Hôtel Château Laurier Québec	ALT Hotel Québec	Québec City Marriott Downtown	Delta Hotel Québec	Delta Hotels by Marr Mont Sainte-Anne, R and Convention Cent	Fairmont Le Château Frontenac	Auberge Saint-Antoine	Travelodge by Wynd Hotel & Convention Centre Québec City	Hotel Manoir Victoria	Hôtel 71	Hilton Québec	Hotel PUR, Québec, a Tribu Portfolio Hotel	Québec City Convention Centre	Musée de la civilisation	ExpoCité
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Welcome letter including protocols and preventive measures			•		•	•	•	•	•		•		•	n/a	n/a	n/a
Wellness kit provided to guests				•		•	•						•	n/a	n/a	n/a
Self-isolation areas for guests with symptoms				•	•	•	•							n/a	n/a	n/a
Removal of non-essential objects from the room	•	•	•	•	•	•	•	•	•		•	•	•	n/a	n/a	n/a
No cleaning service while the guest is in the room	•	•	•	•	•	•	•	•	•	•	•		•	n/a	n/a	n/a
Personal protective equipment worn by all maintenance staff and changed after servicing each room	•	•	•	•	•	•	•	•	•	•	•	•	•	n/a	n/a	n/a
Contactless door openers for washrooms							•							•	•	
Portable handwashing stations	•		•	•			•		•	•	•		•	•	•	•
Touchless taps in washrooms	•	•		•	•	•	•						•	•	•	•
Use of prolonged-effectiveness products for frequent contact points	•	•		•	•	•	•	•	•	•	•	•	•	•		•
Service for extensive disinfection of the room before the guests' arrival and ultraviolet (UV) disinfection (upon request)	•			•	•	•	•		•			•	•	•		•
Constant fresh air intake in the building			•	•				•			•	•		•		•
Health professional on-site (upon request)						•	•		•					•		•
Areas dedicated to self-isolation for guests with symptoms	•	•		•	•	•	•		•	•				•	•	•
External supplier control during exhibitions/meetings at the building's entry/exit points					•	•	•	•		•		•	•	•	•	•
Protocol to identify an infected person's movements in order to disinfect those areas so the event may continue	•	•			•	•	•					•	•	•	•	•
Masks available for purchase (upon request)	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	

## Space ment Management

		Hôtel Classique	Hôtel Château Laurier Québec	ALT Hotel Québec	Québec City Marrioth Downtown	Delta Hotel Québec	Delta Hotels by Marriott, Mort Sainte-Anne, Resort and Convention Center	Fairmont Le Château Frontenac	Auberge Saint-Antoine	Travelodge by Wyndham Hotel & Convention Centre Québec City	Hotel Manoir Victoria	Hôtel 71	Hilton Québec	Hotel PUR, Québec, a Tribute Portfolio Hotel	Québec City Convention Centre	Musée de la civilisation	ExpoCité	Salle des Promotions du Séminaire de Québec			
							Н	OTEL	S						VENUES						
ement	Personnel on-site to remind guests of physical-distancing measures in common places and escalators	•	•	•	•	•	•	•		•		•	•	•	•	•	•	•			
manag	Number of rooms that can accommodate 25 people or more with 2-meter physical distancing	1	6	2	_	4	7	7	1	8	3	1	4	5	22	3	11	2			
Space	Total meeting space capacity with 2-meter physical distancing	30	60	26	11	112	300	250	94	200	100	25	553	183	2,623	200	1,230	100			
Inage	Measures shared with guests before and during the event	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•			
and sig	Safety reminders through the website, social media, signage, etc.	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•			
mation	Promotion of automatic water fountains, sanitizer gel stations, touchless taps, air changes, cleaning frequency, etc.	•		•	•	•	•	•		•			•	•	•	•	•	•			
Infor	Maximum capacity displayed in washrooms/escalators/elevators	•	•	•	•	•	•	•	•	•	•	•		•	•	•	•	•			
ents	Room reserved for virtual events		•			•		•	•						•	•	•				
Virtual eve	Audiovisual provider (internal or external)	E	E	E	E	E	E	ı	E	E	E	E	ı	ı	ı	ı	E	E			
×	Possibility to host hybrid events	•	•	•	•	•	•	•	•	•	•		•	•	•	•	•	•			

## Food and Safety Beverage Safety

		Hôtel Classique	Hôtel Château Laurier Québec	ALT Hotel Québec	Delta Hotel Québec	Delta Hotels by Marriot Mont Sainte-Anne, Reso and Convention Center	Fairmont Le Château Frontenac	Auberge Saint-Antoine	Travelodge by Wyndhar Hotel & Convention Centre Québec City	Hotel Manoir Victoria	Hôtel 71	Hilton Québec	Québec City Convention Centre	Musée de la civilisation	ExpoCité
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	Enhanced cleaning and sanitizing procedures for frequently-used objects and surfaces	•	•	•	•	•	•	•	•	•	•	•	•	•	•
	Escoffier service and pre-plated meals		•		•	•	•	•		•		•	•	•	
safety	Elimination of self-service food stations requiring frequent handling and contact	•	•	•	•	•	•	•	•	•		•	•	•	•
	Employees trained to respect physical distancing and hygiene measures (handwashing, mouth covering when sneezing or coughing, etc.)	•	•	•	•	•	•	•	•	•	•	•	•		•
Food and beverage	Respect for physical-distancing measures and use of personal protective equipment	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Food	Menus limiting worker-guest interactions	•	•	•	•	•	•	•	•		•	•	•		•
	Continuous coffee breaks with multiple stations (to reduce foot traffic) and single-serve condiment packets	•	•	•	•	•				•		•	•	•	•
	Use of compostable tableware, utensils and towels when required	•		•	•	•	•	•	•	•		•	•		•



Health	Hôtel Classique	Hôtel Château Laurier Québec	ALT Hotel Québec	Québec City Marriott Downtown	Delta Hotel Québec	Delta Hotels by Marriott Mont Sainte-Anne, Resor and Convention Center	Fairmont Le Château Frontenac	Auberge Saint-Antoine	Travelodge by Wyndhan Hotel & Convention Cent Québec City	Hotel Manoir Victoria	Hôtel 71	Hilton Québec	Hotel PUR, Québec, a Tribute Portfolio Hotel	Québec City Convention Centre	Musée de la civilisation	Expocité	Salle des Promotion du Séminaire de Québec
						Н	OTEL	S							VEN	UES	
Health check of personnel and subcontractors upon arrival	•				•	•	•	•		•	•	•	•	•	•		•
Mandatory handwashing stations at the personnel entrance, back of the house and loading docks	•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Prohibition from working in case of flu or cold symptoms	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Work tools sanitization procedure	•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Signature of a form by subcontractor staff confirming their commitment to meeting safety instructions	•					•	•	•		•		•	•	•	•		•
Signature of a form by external supplier staff confirming their commitment to meeting safety instructions						•	•			•		•	•	•	•		•
Safety/physical distancing instructions displayed at the personnel entrance and back of the house	•	•		•	•	•	•	•	•	•	•	•	•	•	•	•	•
Dedicated room in which a personnel member can self-isolate if they suddenly feel COVID-19 symptoms	•		•	•	•		•	•	•	•	•	•	•	•	•	•	
Break/rest areas reconfigured to comply with physical-distancing instructions	•	•	•	•	•	•	•	•	•	•		•	•	•	•	•	•
Maximum occupancy in elevators/escalators displayed	•	•	•	•	•	•	•	•	•	•		•	•	•	•	•	•



The health and safety is a top priority at Québec City Jean Lesage International Airport

## Current measures

- Wearing a mask is mandatory for all passengers and airport staff
- Restricted access to the terminal building
- Temperature screening at checkpoints
- Physical distancing

- Touchless taps, soap dispensers and hand dryers
- Hand sanitizer gel stations installed at all entry and contact points
- Increased cleaning
- Online check-in encouraged
- Movable protection systems installed at check-in and boarding counters

