

A Message From Our General Manager



Valued Hilton Niagara Falls/Fallsview Guests,

While we are looking forward to hosting you for an upcoming stay, we feel that it is important to address concerns that you may have regarding Coronavirus (COVID-19).

I would like to assure you that the health and safety of our Guests and Team Members is of paramount importance to us. We are closely monitoring Coronavirus (COVID-19) updates from the World Health Organization, Centers for Disease Control and Prevention, and Federal and Provincial Health Departments.

Currently, Hilton Niagara Falls/Fallsview is open and operating under our regular business hours. We are committed to taking all the necessary precautions recommended by the World Health Organization, Centers for Disease Control and Prevention, and Federal and Provincial Health Departments. Our focus is to ensure that we are meeting the needs of our Guests and Team Members. As such:

- > We are exercising extra care when cleaning guest rooms after each stay and are paying close attention to high touch-point areas such as key cards, elevator doors and buttons, door handles, locks and latches, light switches, desk surfaces, telephones, television remote controls, and bathroom fixture handles.
- > We have increased the frequency of sanitizing common areas such as the front desk, guest services desk, rentals area and equipment, and fitness centre equipment.
- > We have increased the quantity of sanitizers available to guests and team members throughout the property.
- > Hand-sanitizing stations will be placed throughout the lobby and common areas.

As it is impossible to predict how Coronavirus (COVID-19) might spread and what measures may need to be taken by the tourism community, our team will do its best to provide updates on matters that may affect your upcoming stay. We do recommend that you visit [Government of Canada's website](#) for the most up-to-date travel advice and advisories related to the coronavirus and the [Ontario Ministry of Health dedicated COVID-19 webpage](#) for additional information.

Sincerely,

Paul Ford
General Manager