

# Safety Protocols

## Measures for your protection

At Hilton Niagara Falls, the health and safety of our Guests and employees continues to be our highest priority. We have always held a high standard for cleanliness and we have established new protocols that strengthen our measures in accordance with Ontario's health and safety regulations.

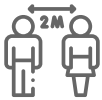
The following is a list of protocols you'll see when visiting restaurants inside Hilton Niagara Falls:

### SAFETY



#### Face Masks

Employees are required to wear face masks at all times. Guests are required to wear masks when moving through restaurant (entering, exit, locating restrooms). Masks are not necessary while seated.



#### Social Distancing

Staff and Guests are asked to follow social distancing protocol by keeping 6 feet or 2 metres apart from others.



#### Contact Information

We collect guest information for use if required for contact tracing if necessary.



#### Modified Floor Plans

We've arranged our floor plans to increase physical distance between tables and Guests.



#### Contactless Payment

We accept cashless and contactless payments through your tap-enabled debit/credit card or mobile device. Cash is still accepted.

### SANITIZATION



#### Increased Cleaning Measures

All surfaces are cleaned with increased frequency with additional focus placed on high touch points and public areas.



#### Sanitizing Stations

Hand sanitizing stations and sanitation wipes can be found at restaurant and hotel entrances and hallways.



#### Disinfected Condiments

Items, such as salt and pepper shakers, are cleaned and delivered to the tables upon request.



#### Pre-Wrapped Cutlery

Cutlery is sanitized and individually wrapped.

**We're Looking Forward  
To Having You Dine  
With Us!**