



March 13 2020

Dear friends,

You may have questions and concerns regarding the COVID-19 (Coronavirus) and how it could affect your upcoming time at Crieff Hills. At this time, we remain open. Following the guidance of the Government of Canada and Public Health Ontario, we are doing everything possible to slow and stop the spread of this illness. We are committed to the care of all staff and visitors and our community.

We serve mainly individuals and small groups, and each will need to assess its own risks. As you do, you may find the following information helpful:

- Your arrival package is available for pickup/dropoff without entering the office
- All keys and envelopes are disinfected between each guest, and we have temporarily moved to single-use paper (not fabric) key envelopes
- Every facility is cleaned and disinfected by our trained housekeeping staff after each use, according to government health standards
- Single accommodation is recommended where possible
- Extra care is being taken in the dining room including disinfecting tables, chairs and guest countertops
- All kitchen staff wear gloves and buffet service is temporarily being replaced by table service
- At this time, deposits will be transferred to an alternative date/stay if you need to reschedule

As you consider your attendance at Crieff, however, we ask that:

- If you are feeling ill, please stay home
- Please follow proper hand washing and personal safety procedures
- If you become symptomatic while on site, please inform our staff immediately and quarantine yourself away from others

More information is available at www.canada.ca/publichealth. If you have additional questions about your booking at Crieff Hills please contact Kelli at info@crieffhills.com or 1-800-884-1525. This global situation is changing daily, and we will continue to update our community as information becomes available.

Sincerely,

Rev. Dr. Kristine O'Brien
Director

David Phillips
Convenor, Maclean Estate Committee



In order to limit the spread of COVID-19, we are discouraging visitors to the office at this time.

Instead, please call 519 824 7898 or email info@crieffhills.com to reach Kelli, our hospitality administrator.

If you need assistance after hours while you are on-site, please call 519 240 7953.