



Dear Guest,

Welcome and thank you for placing your trust in our hotel and our associates, who are dedicated to providing you with a safe and healthy home away from home. First and foremost, please know that Best Western is focused more than ever on the health and safety of our guests and our associates. It is with your health and wellbeing in mind that we launched the “We Care CleanSM” program.

Our “**We Care Clean**” program includes heightened safety and cleanliness standards in four key areas.

First, we have implemented enhanced safety practices at the front desk and in the lobby. We practice social distancing and disinfect anything you will touch – from the front desk surface to the pens you use. Every key card is disinfected and sanitized with appropriate cleaning agents. We have also established strictly enforced cleaning schedules for lobby furniture and fixtures, and installed hand sanitizing stations in the lobby. Our hotel is also focused on the well-being of our associates and ensuring they are healthy. They are instructed not to come to work if feeling unwell; you can take comfort in knowing that our caring associates recognize the importance of their health before they interact with you.

Second, prior to your stay, your room will be sanitized, disinfected and closely inspected. Every guest room is sanitized using an electrostatic sprayer. Every guest room high touch point will be cleaned with chemicals aimed at killing the COVID-19 virus. Hotel housekeepers wear gloves and masks to ensure your safety as well as theirs. All linens and terrycloth products have been washed in chemicals aimed at killing the virus, and at a high-heat temperature at which it cannot survive. Separate laundry carts are used for clean linens & towels to prevent cross-contamination, and all laundry carts are disinfected daily. Laundry equipment is routinely inspected and only approved cleaning chemicals are used. In accordance with Provincial guidelines, in-room housekeeping service will not be provided during your stay. If you require an exchange of towels and/or replenished in-room amenities (soap, coffee etc.), these items will be provided through minimum personal contact. Please contact the Front Desk to make these arrangements.

Third, while we recognize the importance of providing you a quality breakfast when you stay with us, we have implemented a modified breakfast offering that ensures the food you receive is safe and healthy. Our Breakfast Room buffet is open and following all the mandated Provincial Health protocols. Masks are mandatory, occupancy limits are maintained, there is reduced seating capacity, and trays are provided so you can take breakfast back to your room. Our promise to you is to provide a quality breakfast while respecting that your safety and well-being are paramount.

Fourth, public restrooms are cleaned on a closely-monitored schedule using approved disinfecting chemicals.

Fifth, please check with the hotel directly at 1-888-383-2378 regarding the status of our recreational facilities.

Thank you for the privilege of sharing our hotel with you. We want you to know that we truly care about you, your family and your health. We stand ready to provide you a safe, clean home away from home as “We Care Clean” is the new standard. Stay healthy. Stay well. All our best.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Rachel Dickinson', enclosed in a blue oval.

Rachel Dickinson
General Manager

Inner Harbour

“A Great Hotel in Victoria’s Best Location”



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