

Fallsview Casino Coronavirus COVID-19 Precautions

In the midst of the Coronavirus (COVID-19) concerns we wanted to share what Fallsview Casino Resort and Safeway Tours are doing to help maintain a clean and healthy environment.

The health and welfare of our guests and associates is a top priority and just like you, we are following the ever changing impact of the Coronavirus on a Federal level, Provincial level and in our local community. As the situation continues to unfold, we wanted to remind our guests of the measures that we are taking to keep you safe:

- Additional hand sanitizer stations are located throughout our properties.
- Additional signage has been added throughout the properties to encourage proper hygiene practices.
- The casinos use hospital grade cleaning agents and have increased the frequency of cleaning, especially of high traffic areas and hard surfaces.
- We have increased the cleaning of tables and slot machines.
- We have worked with all of our bussing partners, including Safeway Tours, to ensure increased cleaning of the buses travelling to and from Fallsview Casino.
- We have communicated health and safety tips to our associates to reinforce the importance of proper hand washing and hygiene protocols as the best defense against the coronavirus, colds and influenza.
- Associates are required to stay home when they or their family members are sick.
- Protocols are in place for associates returning from affected areas.

We ask that guests to Fallsview Casino Resort and Safeway Tours customers keep in mind the following before, during, and after your visit:

- Wash your hands often and thoroughly with soap and water for at least 20 seconds (sing the Happy Birthday song twice).
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Use an alcohol-based hand sanitizer when soap and water is not available.
- When coughing and sneezing, cover your nose and mouth with a tissue or cough and sneeze into your sleeves to prevent the spread of germs.

- Wipe down your phone(s) regularly as these are frequently touching many surfaces during the course of your day.
- If you are sick, please consider rescheduling your visit. We are open 365 days a year and 24-hours a day.

Developments related to the spread of the Coronavirus are being updated daily. We want to assure you that we are closely monitoring information with Niagara Public Health and the Ontario Ministry of Health and are making adjustments to cleaning practices and other customer-facing interactions as necessary. For additional information please visit the [Government of Canada's website](#) for the most up-to-date travel advice and advisories related to the coronavirus. Additionally, the [Ontario Ministry of Health dedicated COVID-19 webpage](#) has the most up-to-date information.

We are committed to the health and safety of our guests and associates and will continue to keep you informed as more information becomes available.

凱濤皇宮賭場度假酒店和泰安旅遊 應對冠狀病毒 COVID-19 全面提升預防措施

為應對新型冠狀病毒（COVID-19）所引發的公共安全風險，以下為凱濤皇宮賭場度假酒店和泰安旅遊的積極應對措施和注意事項，以建立清潔和健康的環境。

賓客的健康與福祉是重中之重，凱濤皇宮賭場度假酒店和泰安旅遊高度關注冠狀病毒對社區，省市乃至國家的影響。隨著局勢的繼續發展，凱濤皇宮賭場度假酒店和泰安旅遊採取以下的措施以確保賓客的安全：

- 賭場及酒店各處均設有免洗洗手液站。
- 在賭場及酒店內增加了額外公共衛生標識，鼓勵大家建立正確的衛生習慣。
- 對賭場進行醫院級別的清潔消毒，並增加了清潔消毒頻率，特別是在人流量大的區域和接觸量較大的物體表面。
- 增加了對桌子和老虎機的清潔。
- 凱濤皇宮賭場與包括**泰安旅遊 Safeway Tours** 在內的所有專程巴士合作夥伴，確保增加往返尼亞加拉賭場公共交通的清潔。
- 凱濤皇宮賭場和泰安旅遊已經向員工傳達了健康和安全提示，強調了正確的洗手等衛生習慣是預防冠狀病毒，感冒和流感的最佳方法。
- 所有員工或者其家人患病時，員工將被要求居家隔離。
- 嚴格為從受疫情影響地區返回的員工擬定了規程。

前往凱濤皇宮賭場度假酒店和泰安旅遊的客人，在到達之前，期間和之後建議做到以下幾點注意事項：

- 經常用肥皂和水徹底洗手至少 20 秒鐘（唱兩次生日快樂歌）。
- 避免用未洗的手觸摸眼睛，鼻子和嘴巴。
- 如果沒有肥皂和水，請使用酒精類洗手液。
- 咳嗽和打噴嚏時，用紙巾遮住鼻子和嘴巴，以防止細菌傳播。
- 定期擦拭手機，因為它是人們日常生活中被頻繁接觸的物品。
- 如果您生病了，請考慮改期前往。凱濤皇宮賭場全年 365 天，一天 24 小時開放提供服務。

有關冠狀病毒傳播的信息每天都在更新，凱濤皇宮賭場及泰安旅遊向您承諾，我們正在與尼亞加拉公共衛生部和安大略省衛生部密切監視發展情況，並在必要時對及時調整清潔措施和客戶服務。

有關其他信息，請訪問加拿大政府網站，以獲取有關冠狀病毒的最新旅行建議和諮詢。此外，安大略省衛生部的 COVID-19 網頁也將持續更新最新消息。

凱濤皇宮賭場及泰安旅遊全面致力於保護客人健康和 safety，並會繼續為您提供即時信息。