

## #StaySafeTO

At their core, hospitality businesses such as hotels, restaurants, attractions and meeting venues are about welcoming people with a sense of safety, comfort and inspiration. Toronto's hospitality industry has always placed a high priority on guest safety, and that commitment has taken on new importance in the current environment. Businesses across the industry understand that many guests are feeling uncertain so these additional steps to ensure safety are essential.

Relying on the highest international standards and adherence to public health guidance, Destination Toronto is highlighting how Toronto's hospitality community is continuing to focus on keeping guests safe:

### **REDUCED CAPACITY**

Hospitality businesses are ensuring physical distancing by reducing the number of guests

### **MANAGED TRAFFIC FLOW**

Businesses are using timed tickets and physical navigation markers to keep guests moving safely with appropriate distancing

### **A COMMITMENT TO MASKS**

Employees and guests are required to wear masks for everyone's safety

### **CONTACTLESS EXPERIENCES**

Businesses are using technology to provide contactless experiences like QR code menus and e-tickets

### **RIGOROUS SANITIZATION**

Businesses are cleaning constantly and providing hand sanitizer to keep everyone safe

To learn more, click [here](#).

As well, Destination Toronto's meetings and events industry partners have undertaken a number of policies and procedures in response to COVID-19.

### **METRO TORONTO CONVENTION CENTRE**

At the Metro Toronto Convention Centre (MTCC), the highest priority is the health and safety of all visitors, customers and employees. While events adapt to a new reality and work diligently to provide a safe, clean and healthy environment the MTCC is there to support their customers. A reopening guide was developed in consultation with Toronto Public Health and is aligned with the public guidelines provided by the Ministry of Health and the Ministry of Labour Training and Skills Development. It follows new industry guidelines and best practices established by the Canadian Association of Exposition Management (CAEM) and the Tourism Industry Association of Ontario (TIAO). These guidelines incorporate stringent facility operating procedures to safeguard visitors, employees, customers, and attendees.

Download the complete plan [here](#).

### **EXHIBITION PLACE**

During these unprecedented times, it is fair to say that our industry is evolving and adapting for the foreseeable future; and the health and safety of Exhibition Place employees, customers, and partners

remain our top priority. Exhibition Place has been working collaboratively with clients to plan and execute events within the thresholds established by the Medical Officer of Public Health and all levels of Government. We have recently prepared a Business Events Safe Reopening guide embracing Four Pillars of Protection for the recovery of live business and public events. This is an ever-evolving document and relates to the resumption of ExPlace business and how we're supporting our clients through the safe opening of larger events. We look forward to welcoming you back soon & safely!

To learn more [click here](#).

### **TORONTO CONGRESS CENTRE**

The Toronto Congress Centre (TCC) is committed to providing a safe environment with expert protocols and cutting-edge technology designed to inform our health and safety decisions during the evolving COVID-19 pandemic. It is within this framework that the C.H.A.S.E™ program – Customer Health & Safety Ensured, was created. The program takes into account measures to ensure physical safety and psychological wellbeing of those attending events at TCC so attendees can focus on the business at hand. C.H.A.S.E™ sets out clear new measures being implemented at the Centre in order to allow for safe gatherings in the near future. These measures will be applied on an event by event basis working together with TCC and any respective service provider. This program endeavours to CHASE™ after and pursue perfection with respect to hosting responsible large scale events.

Learn more [here](#).