



WESTIN
Meetings

COVID-19 Frequently Asked Questions

1. Does the hotel adhere to safety measures put forth by local health organizations and individual Governments?

Yes, the hotel has provided extensive training for associates on COVID-19, hand hygiene, physical distancing, enhanced safety and sanitation protocols in addition to temperature checks daily and carrying hand sanitizer on their person.

2. Were enhanced cleaning and disinfection procedures for meeting spaces, public spaces, and frequent “touch points” implemented at the hotel?

Yes, increased frequency of cleaning and disinfecting of high touch items and public spaces, installation of additional hand sanitation stations and enhanced cleaning protocols were implemented at the hotel.

3. Is wearing masks at all times in meeting spaces and public areas required at the hotel?

Masks are no longer required for guests and attendees. Hotel Staff are required to wear masks while on shift. Third party contractors are requested to adhere to this practice.

4. Are there restrictions on Food and Beverage Services?

All restrictions surrounding food and beverage services have been lifted. Full capacity limits are permitted in meeting spaces and at tables.

5. Will the hotel require vaccination passports for all event attendees?

As of March 1, 2022 proof of vaccination is no longer required by the Government of Ontario. Should your group require proof of vaccination our team will work with you to accommodate this.

9. Are all hotel staff vaccinated?

The health and safety of our guests and associates are a top priority at The Westin Harbour Castle, Toronto and we believe that having all of our associates vaccinated will enable a stronger recovery for our business. As of January 1, 2022, all associates working on property are required to be fully vaccinated.

10. What are the current travel requirements for international travellers?

Guidelines for international travellers are constantly evolving. For the most up-to-date information please refer to the Government of Canada's website for more information on [COVID-19 testing for travellers](#).

11. Does the hotel offer on-site testing?

Meeting planners are responsible for selecting, contracting, and paying for all third party testing/screening services. We would recommend working with local testing company, Integracare, who offers concierge PCR Molecular COVID testing for corporate groups. For more information, please see Integracare's [website](#).

12. What happens if a meeting attendee tests positive for COVID-19?

Guests experiencing any symptoms or test positive will be required to self-isolate and hotel operations will follow [Marriott COVID-19 protocols](#). The meeting planner will be responsible for informing their attendees of results and conduct necessary attendee contact tracing.

13. Is it possible to incorporate a hybrid component to our meeting or event?

Yes, Encore Global has created a robust offering of hybrid meetings that include a combination of both in person and virtual alternatives. Please refer to their website for more information on [Hybrid Meetings solutions](#) and [Chime Live](#).

Helpful Resources

[Government of Canada - Traveller Information](#)

[Ontario Government - Information for Business and Organizations about vaccine certificates](#)

[Ontario Government - COVID-19 public health measures and advice](#)

[City of Toronto - COVID-19 Bylaws](#)