

DelSuites – Suite cleaning Update

April 23, 2020



Dear Guests,

We hope you and your families are safe, healthy and in good spirits.

Our teams continue to follow the advice of our Health and Government officials.

To ensure the health and safety of our guests and team members, we will be extending the suspension of cleaning services into the month of May.

- If you would like an extra set of bed linens or need additional supplies, please contact [Guest Services](#) to schedule a delivery
- Linens and supplies will be bagged and left at your door
- On your scheduled delivery day, we will knock on your door and leave the items on the floor outside the door
- Please ensure someone is home to retrieve them as these items cannot be left in the corridor

**\*\*Please note – if you have already extra linens, kindly do not request more. We ask you to wash the linens in your suite. We will not be collecting any used linens**

- Any concerns regarding the suite can be assessed over the telephone with our Guest Services and Maintenance Specialists. In-suite repairs will be done on an emergency basis only.
- We have the tools to be able to provide suite orientations and general suite information by telephone, video chat or email

When we start to see things begin to improve, and as restrictions are loosened, we will again review and decide on the safest ways to bring you the services you have come to expect from DelSuites.

We thank you again for your understanding and patience. We will continue to do our very best to look after your needs. Our office remains open Monday to Friday, 9 am to 5 pm EST.

We continue to encourage you to follow all recommendations by [The Government of Canada](#).

Temporary changes will continue to be made to our business operations due to COVID-19. Please visit [DelSuites/COVID-19](#) for updates from DelSuites.

Thank you

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