

# Putting health and safety first

For more than 25 years, BMO IFL has been creating memorable meeting, learning and social experiences. As we make the shift back to meeting face-to-face, BMO IFL is committed to **putting health and safety first**. Our unique layout, design, safety protocols, and thoroughly trained staff will ensure you have a great experience and feel comfortable and confident while you're here.

Welcome back.



Our commitment



What we're doing to protect you



We're committed to cleanliness



Your room is your space



Eat well to meet well



Meet how you feel comfortable



Our  
commitment

In response to the COVID-19 pandemic, protecting the health and safety of our customers and employees, while ensuring a memorable experience for all guests is our #1 priority. BMO IFL takes great pride in maintaining a high level of cleanliness, exceeding industry standards.

We've thoughtfully maximized our vast building to blend a "together" experience with enough space for physical distancing in all our rooms and meeting spaces. We've also created virtual and hybrid meeting options for additional flexibility.

Looking for something more? Unlike many conference centres, we can nimbly adjust to meet the specific health and safety needs of your group. Bring us your requirements and we'll work with you to deliver a solution that ensures your group feels comfortable.

[We welcome you to learn more about the measures we are taking to help protect the safety of our customers and staff.](#)





What we're doing  
to protect you

Bringing you and your colleagues back to meeting face-to-face as safely as possible requires that we adhere to stringent standards and protocols. You'll have the space, resources and clarity so you can comfortably move around BMO IFL.

**Here's what we're doing to help protect your health as our guests:**

- We adhere to all local and government regulations
- Effective March 21, face coverings are optional for guests. Hospitality staff will continue to wear a face covering
- All hospitality staff members are fully vaccinated
- Physical distancing and capacity limitations in meeting spaces available upon request
- Sanitization stations throughout the premises
- Air circulation that meets or exceeds industry standards
- Touchless access to most of our rooms
- Plexiglass shields in key areas
- Easy access between floors
- Outdoor spaces allow for physically distanced socialization





We're committed  
to cleanliness

BMO IFL takes great pride in maintaining high standards of cleanliness. Our enhanced cleaning and sanitization protocols are designed to keep you safe.

We've implemented the Ecolab Science Certified™ Program to keep our surfaces as clean as possible because your safety is our top priority. Our Associates are thoroughly trained in upgraded cleaning protocols. They also follow specific guidelines to continuously monitor their health, ensuring that they can serve guests safely.

Our housekeeping teams are cleaning all public spaces throughout the day, with more frequent cleaning of high-touch surfaces (such as railings, doorknobs, washroom fixtures and elevators) and food service areas. We have invested in electrostatic sprayers that use approved disinfecting chemicals throughout the facility.

[We want you to feel confident during your stay.](#)





Your room is  
your space

BMO IFL has 150 guestrooms, each with a queen-sized bed and a private washroom. Whenever possible, overnight guests are spread out through our three floors.

Our rooms are fully cleaned after each guest departs, paying special attention to handles/knobs, telephones, light switches, bathrooms and desks.

Our housekeeping staff members will not enter your room during your stay, unless requested. Extra towels, linens and guest amenities are available upon request.

When you're ready to head home, check out by phone or text.

[We're taking extra steps to help you rest easy during your stay.](#)





Eat well to  
meet well

We're proud to offer memorable food experiences – it's one of the great things we're known for. Right now, it's just a little different.

#### Food Selection

Our menus are designed by BMO IFL culinarians and are created to accommodate the dietary needs/restrictions of guests.

#### Food Service Areas

Guests may remove masks while eating and drinking; masks must be worn when interacting with staff. (Note: Effective March 21, face coverings are optional for guests)

Our staff are trained in upgraded food service protocols and are required to wear a mask.

#### Alcoholic Beverage Service

Alcoholic beverages are available on a pre-arranged basis. The Social Centre bar is open nightly when a group is staying overnight.





Meet how you  
feel comfortable

We recognize that people have different levels of comfort with returning to in-person meetings and events. That's why we're offering the flexibility to **meet how you want to meet**.

Whether you're planning a half-day meeting, an immersive training day, or a complex week-long conference, our dedicated team will work with you to plan your ideal gathering.

We have a variety of meeting spaces to safely accommodate your group size, and several **in-person, virtual and hybrid meeting packages** to suit your needs.

We're committed to making sure that you can reach your audience in a meaningful way, even when you are not all physically together.

