



Staybridge Suites Saskatoon – University / Holiday Inn Express Saskatoon East – University
1838 College Drive | Saskatoon, SK | S1N 2Z8

INTERNATIONAL STUDENTS- POST-ARRIVAL -SELF ISOLATION SUPPORT.

Our Staybridge Suites Saskatoon University has designated rooms for international students that have been directed to self isolate after arriving to Saskatoon.

Staybridge Suites Saskatoon – University King Studio Suite with Full Kitchen.

The Suites are equipped with a full kitchen including, Full size fridge (with ice maker). Microwave, Dishwasher, Toaster, Iron, Laundry Basket, Plates, cups, glasses, forks, spoons, knives, bowls, pots, pans, Salt, pepper, sugar, coffee, popcorn, Coffee Maker.

Residence Operations preferred rate: \$99.00 This rate is valid until December 31, 2021.

Accommodating Self Isolation or Quarantined Guests during the COVID-19 Pandemic

Booking procedure: International Students can book online using the preferred booking link:
<https://www.staybridge.com/redirect?path=hd&brandCode=SB&localeCode=en&hotelCode=YXESB&rateCode=IL4UX&PMID=99502056&corporateNumber=786893466&cn=no&viewfullsite=true>

“Students can also call the Hotel direct at [306.954.1250](tel:306.954.1250) and ask for the UNIVERSITY OF SASKATCHEWAN RESIDENCE SERVICES preferred rate or email salescq@prhotels.ca”

For online bookings students must have a credit card to confirm the reservation. If students do not have a credit card, the student will have to contact our Hotel Sales Department and ask for Anahi Soria at: salescq@prhotels.ca or **Phone: 306.954.1250 ext.2004** to secure the room.

Students have 24 Hours to notify of any changes on Itinerary or to cancel the room. For last minute changes or cancelations in less than 24 hours we ask students to email our Front desk team at: ustaybridge@prhotels.ca

Front Desk Procedures:

Guests will be advised that:

- If they have any symptoms of illness, they should immediately seek medical help. Contact Saskatchewan Health Authority at: 811. They should also notify the hotel.
- Guests should stay in their room during the isolation period and not visit any public spaces in the hotel including meeting rooms, fitness center, lounge, elevators or lobby area.
- Requests for service or assistance should be made through the hotel operator calling #0 from the hotel phone.
- Front desk team will utilize paperless check-in whenever possible. Allow the guest to insert and remove their own credit card. Clean the SPS machine after each transaction with approved disinfectant.

- Front Desk Team will verify if the guest would like to include an emergency contact on the reservation.
- Front Desk Team will print and have ready the following single use items for all guests: List of pantry items and Instructions for contacting hotel staff or management; What do to in case of an emergency – evacuation plan and Housekeeping/Maintenance availability.

Food and Beverage Procedures:

- Complimentary Breakfast delivered outside of the room 7 days/week (Students must notify any dietary restrictions at check in). From 6:30 am to 9:30 am
- 3 Complimentary evening light bites, snacks + beverages delivered outside of the room Monday, Tuesday, Wednesday from 5:30 - 7:30pm.

Outside Food Delivery and groceries delivery:

- Guests have to notified the front desk staff that they are expecting a delivery. Items for isolated/quarantined guests should be left at the front desk. Our front desk staff will place it outside of the room.

Culinary Services at the University of Saskatchewan online ordering:

- The International Student and Study Abroad Centre (ISSAC) has confirmed with Culinary Services at the University students will be able to take advantage of Culinary Services online ordering and delivery service. This includes options for both ready to eat items as well as pantry/kitchen items.
- **Marquis Mobile Menu:** This menu offers a large selection of items made fresh to order including burgers, pizzas, custom deli sandwiches, soups salads and desserts. This menu is available for take-out, delivery on campus (including Staybridge) and curbside pick-up. Marquis Mobile has a 20 minute lead time for take-out orders and 40 minute lead time for delivery and curbside.

Please note that orders from the Marquis Mobile menu can only be place “day of” due to items changing daily.

- **Kitchen & Pantry Menu:** This menu offers a large selection of “Heat and Eat” items such as soups, sauces and stews, salad, and deli kits, par-baked pizzas, frozen and oven ready items, as well grocery items (milk, eggs, bread, etc..) and residence living essentials (dish soap, toilet tissue, laundry soap, hand sanitizer). This menu is available for advanced ordering and requires a 2-hour lead time.
- Once a student place an order, Culinary Service will prepare the order and deliver it to the Staybridge Hotel, where it will be left at the main desk and hotel staff will take the items up to the student’s room, so that they can safely open their door and collect their order.

Here is the web link for ordering through Culinary Services:

<https://www.foodordersonline.ca/usask-culinary-services>

During the Guest's Stay in Room Cleaning will not be provided:

- Cleaning personnel won't enter the room during this mandatory isolation period. Isolation guests will be provided hand sanitizer, masks and approved hard surface disinfectants. These are to clean and disinfect frequently touched surfaces in your room to keep yourself and others safe. Additional towels and toiletries will be delivered in a contactless manner.
- Our Housekeeping staff will leave fresh linens and additional amenities outside the guest's door daily, unless otherwise agreed.
- We will provide extra daily in-room amenities (shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make numerous daily deliveries, unless otherwise agreed.
- We will provide the guest with several large waste bags for disposal of any waste. Guests should be informed that they should keep the waste bags in the room (not placed in hallway) until a coordinated time for pick-up is arranged.

Laundry:

- During isolation time, laundry service can be arranged during their stay for an additional cost. \$3 dollars per pound. From a private laundry provider. After Isolation time, guests are welcome to use our free laundry facility before check out.

PETS: Travellers with companion pets can go outside for limited and monitored outdoor time. They have to check with the hotel for the location and schedule. (We will provide a form with this information at check in). During the outdoor time, students are required to wear a non-medical mask and maintain a 2-metre distance from others.

In partnership with the **Newcomer office in Saskatoon**. A folder with Information about our city will be provided at check In

We wish you all the best and thank you for trusting our Staybridge and Suites University Hotel.



Anahi Soria
Director of Sales

Holiday Inn Express & Suites East - University | Staybridge Suites Saskatoon - University

Phone: [306.954.1250](tel:306.954.1250) Ext. 2004 | salescq@prhotels.ca Cell: 306.715.9716



IHG Clean Promise

As the world adjusts to new travel norms and expectations, we're enhancing the experience for our hotel guests by redefining cleanliness and supporting wellbeing throughout your stay. With updated measures in place, we launched our IHG CLEAN PROMISE globally on June 1, 2020 so our guests can be reassured that:

Good isn't good enough – we're committed to the highest levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in, then we promise to make it right.