

## ISS 2020 & Coronavirus

We understand that you may have questions/concerns regarding the Coronavirus. We **will offer a full refund for anyone who cannot make it to ISS from the countries listed here:** delegates outbound from Mainland China, Hong Kong SAR, Macau SAR, Taiwan, South Korea, Japan and Italy.

ISS is paying close attention to new developments with the Novel Coronavirus originating in China. The Public Health Agency of Canada has assessed the public health risk associated with Novel Coronavirus as low for Canada and for Canadian travellers.

We're following the guidance of the World Health Organization (WHO) and we're taking proactive steps, like adding hand sanitizer stations, to help reduce health risks at the event. We encourage attendees to monitor the Public Health Agency of Canada and the CDC website for additional information, and review and follow the WHO's Travel Advice as they make their way to Vancouver, as well as its recommendations for protecting themselves from an infection.

## The Westin Bayshore & Coronavirus

**What is Marriott International doing in response to the Coronavirus (COVID-19) threat?** Marriott International is reinforcing recommended measures on appropriate hygiene standards and following the guidance of the Centers for Disease Control and Prevention, the World Health Organization and local health authorities.

**What is the risk of contracting Coronavirus (COVID-19) for guests staying at Marriott International hotels?**

Information on Coronavirus (COVID-19) is available on the WHO and CDC websites. The wellbeing, of our associates and guests continues to be of paramount importance. We are following applicable guidelines of the global and local health authorities and taking relevant health and safety measures.

**What should the hotel do if a guest expresses concern that they may have contracted Coronavirus?**

The hotel should reach out for professional medical assistance immediately [and advise the guest to do the same.

**What are the cancellation policies for Marriott International regarding Coronavirus?**

Our hotels globally will adopt the following cancellation policy, effective immediately:

- Cancellation fees will be waived for room reservations with hotel stays through March 15, 2020 for:
- Guests with reservations at Marriott branded hotels in Mainland China, Hong Kong SAR, Macau SAR, Taiwan, South Korea, Japan and in the Milan (Lombardia region) and Venice (Veneto region) regions of Italy; and
- Guests outbound from Mainland China, Hong Kong SAR, Macau SAR, Taiwan, South Korea, Japan and the Milan (Lombardia region) and Venice (Veneto region) regions of Italy with reservations at other Marriott destinations globally.
- Group cancellation requests will be handled by individual hotels on a case by case basis.

**Are you waiving cancellation fees for pre-paid reservations?**

We are waiving cancellation fees until March 15, 2020 for guests with reservations for stays through March 15 at our hotels in Mainland China, Hong Kong SAR, Macau SAR, Taiwan, South Korea, Japan and in the Milan (Lombardia region) and Venice (Veneto region) regions of Italy and for guests from Mainland China, Hong Kong SAR, Macau SAR, Taiwan, South Korea, Japan and the Milan (Lombardia region) and Venice (Veneto region) regions of Italy traveling outbound to other Marriott destinations globally for hotel stays through March 15, 2020. This includes pre-paid reservations.

## Coronavirus & British Columbia

**The situation in B.C.:**

- As of Feb. 18, 652 individuals have been tested for COVID-19 in B.C.
- As of Feb. 21, six people in B.C. have tested positive for COVID-19.

- The latest individual in B.C. who tested positive (on Feb. 20) had travel history to Iran. This is a country that has not reported widespread community spread of the virus to date, but detection and reporting in some countries is likely to be incomplete.
- Local public health is managing the close contacts of those who were infected, including household and airline and community contacts.
- All individuals in B.C. who have been diagnosed with COVID-19 have had mild disease, and are recovering or have recovered.
- People diagnosed with COVID-19 no longer need to self-isolate once their symptoms have resolved and they have had two successive, negative test results 24 hours apart. As of Feb. 20, one individual has met these criteria.
- B.C. is following Public Health Agency of Canada (PHAC) guidance. Please continue to check the [national case definition](#) frequently, as criteria for screening, testing and public health management are subject to frequent updates.