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Buffalo Lodging Associates would like to thank you for putting your trust in us as your choice of lodging. As our guest, we would like to affirm a few of our procedures we are practicing in this time.

As it has always been, the safety and security of our guests and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. Buffalo Lodging Associates hotels are taking additional measures to make our cleaning and hygiene protocols even more rigorous, details of which are outlined below.

All guest rooms are fully cleaned and disinfected using EPA/CDC approved cleaning solutions, and as per guidelines, disinfectant is left on surfaces up to one-minute to ensure effectiveness. Rigorous cleaning between each guest stay include all frequently touched objects and surfaces, such as:

- Guestroom door locks/handles/card swipe
- Guestroom security lock/deadbolt
- Guestroom door handles
- Faucet handles bathroom/kitchen/wet bar
- Showerhead
- Sink and bathtub stoppers
- Microwave handle/open button/keypad
- Microwave interior
- TV Remote Control
- Alarm Clock
- Charging station/Smart Speaker
- Lamp Turn-Ons
- Light Switches
- HVAC controls
- Do not disturb sign/hanger
- Replace glassware
- Water bottles
- Coffee mugs
- All countertops
- Coffee pot/maker
- Drape pulls
- Iron and Ironing board
- Luggage rack/bench
- All in-room collateral
- Ice bucket/scoops
- Windowsill, levers, locks

- All linens and towels are replaced whether it was used or unused
- All pillow protectors' and encampments are washed between guests
- Proper sanitizing of guest room keys is completed when the keys are turned in
- Hourly cleaning of public areas – frequent sanitization of high traffic areas including elevators
- Additional cleaning and disinfecting are conducted a minimum of every 8 hours to include but not limited to all flooring and seating. Frequently touched objects and surfaces, such as tables, countertops, elevator buttons, door handles are sanitized and disinfected frequently throughout the day.
- We have increased the deployment of antibacterial hand sanitizers in the public areas for guest use

Out of an abundance of caution, we minimized the frequency of our in-room housekeeping services during guest stay. If you'd like additional amenities or housekeeping services, or if you'd prefer us to refrain from entering the room during your stay, please don't hesitate to contact the Front Desk. Extended stays of more than 7 days do require some level of regular cleaning to ensure sanitary conditions remain in the building. We will work with you to arrange a schedule which meets your schedule.

We appreciate you understanding that your lodging experience maybe different during this time. Your trust and confidence are very important to us.

Thank you for staying with us.

