



Dear Friends and Guests,

As British Columbia is entering into its next phase and slowly reopening the economy, we want you to know the safety of our guests and associates is our top priority. Our entire hotel team is fully trained towards ensuring the property is a safe space for both our guests and employees alike.

When You Reserve a Room

You should have confidence when you book with us that we are doing everything we can to ensure a safe and secure accommodations ready for you. We are closely monitoring the World Health Organization (WHO) and local health agencies for the latest developments related to COVID-19 and following the guidance of the government and public health officials.

The essential service workers are courageously working to provide care to patients, ensuring that we have food on our tables, and offering mandatory services that are needed to get through the current pandemic. We recognize your efforts and we have extended special rates to all essential workers (Please call us directly for rates on 604-669-7070 or 1-800-663-0575).

Amenities

We believe it is our responsibility to do everything we can to keep our staff and community safe and to support our healthcare professionals as they work to stop the spread of COVID-19. Our restaurant - The Edge Social Grille & Lounge and The Sneeki Tiki Bar are currently closed. We look forward to re-opening again as soon as possible. Our fitness centre has now opened. Guests can now make reservations at the front desk for 1 hour time slots.

Before Your Stay

Given the impact of COVID-19 over the past few weeks, there have been many changes in the way we socialize and travel. We have adapted our cancellation policy. We have updated our policy to provide our customers the most flexibility we can offer during these challenging times. For guests with existing individual reservations, including reservations with pre-paid rates that are typically more restrictive, we have amended our cancellation policy. Please visit our [website](#) for more details on your options if you need to cancel.



Face Masks

As we continue to battle the COVID-19 pandemic, the health, welfare and safety of our guests and associates is of paramount importance. Therefore, Best Western has adopted a policy, in accordance with guidance from the CDC and Health Canada and/or in compliance with government regulations, that effective July 28 face coverings are required in hotel indoor public areas in the United States and Canada.



During your Stay

We recognize that these are unsettling times and whether you are traveling now or in the future, we want you to know that your safety and well-being are our first priority.

We assure you that our cleaning is focused on environmental surfaces exposed to hand contact which could have a higher frequency of contamination. UV wands and disinfection agents are used frequently on the following areas around the hotel: Elevator buttons, door handles, headboards, light switches, sink faucets & handles, paper towel, soap dispensers, mounted grab bars, remote controls, telephones, bedside tables, drawers and small appliances. As an extra precaution for our guests & staff, we are not providing housekeeping services for any stayover rooms.

We have also installed a Plexi-glass at the front desk to ensure social distancing is maintained between our team and guests.



The Best Western brand commitment is to keep you safe and healthy with industry-leading cleaning standards with "[BEST WESTERN WE CARE CLEAN](#)"!

We Care Clean program addresses everything from guest room and common area cleanliness, to streamlined processes that minimize contact between guests and associates while maintaining the exceptional service you expect from our Chateau Granville Team!



Symptoms

If you begin to feel ill or develop any symptoms during your stay, please call our front desk immediately to notify us – do not come to the front desk or visit any public spaces. Access the [BC COVID-19 Self-Assessment Tool](#) and follow directions based on the outcome of their self-assessment. You must immediately self-isolate in your guestroom and contact the HealthLink BC at #811 hotline for further instructions. We will do everything we can to provide you with help and assistance in this difficult time.



For Our Best Western Members

We are focused on how COVID-19 is impacting our Best Western Members during these uncertain times for future travel. We wanted to remind you that your Best Western Points never expire, which means our members have ample time to redeem their points.

Find out more about our Best Western Instant [rewards](#) and incentives.

I would like to re-assure you that we are taking every action to protect the health and safety of everyone on our property and to assist in an important role in slowing the spread of this disease.

I would like to thank you in advance for putting your trust in the Best Western Premier Chateau Granville Hotel & Suites & Conference Centre as you plan for future travels.



We look forward to welcoming you on your next trip to Vancouver!

Stay Safe and Take Care

A handwritten signature in blue ink, appearing to read 'Bill Thompson'.

Bill Thompson

General Manager