**OUR COMMITMENT TO ENSURING THE HEALTH AND SAFETY OF OUR GUESTS AND EMPLOYEES**

We are doing our utmost to ensure our public spaces, guest rooms and all touchpoints are sanitized and disinfected properly and often.

* Masks or face coverings are required when in our public spaces, except when eating or drinking.  Should you need a mask, please see a Guest Experience Agent & we will be happy to provide you with one.
* We have waived our cancellation fee during this difficult time & just ask that we be given 48 hours notice whenever possible – with the understanding that plans change quickly in this ever-changing environment.
* Reduced operations & staffing levels are in place to ensure safe social distancing and the ability to meet occupancy limits.
* We are committed to all-day disinfecting of public surfaces including door handles, railings & furniture.
* We are committed to all-day disinfecting of individual items such as room keys in between guest use, pens, credit card machine, phones & keyboards.
* Plexiglass protection screens have been installed at the Front Desk and guests are asked to maintain social distance protocols of 2 meters when in public areas.
* We are not offering stay over service at this time. Room cleaning will take place at check-out only.  If guests require service during their stay, fresh towels, linens & amenities will be placed outside the room.
* Rooms are left for 24 hours after a guest has checked out–cleaned thoroughly, sanitized & disinfected & left for another 24 hours before the next guest checks in.
* Hand sanitizer is available at various locations throughout the hotel including at the front desk, outside the lobby washrooms and in both elevators.
* All staff are required to wear face masks at all times in public spaces.  Staff must answer & sign a self health assessment before starting work each day.

Please do not hesitate to contact us if you have any questions or concerns.

**COVID-19 SAFETY RECOMMENDATIONS**

There are steps each of us can take to ensure our safety & the safety of those around you. Please ensure you are following all provincial health guidelines. To reduce your chances of exposure or transmission, we recommend the following:

* Stay home if you are feeling ill
* Avoid others who are feeling ill or are unwell
* Cover your nose & mouth when coughing or sneezing to ensure droplets are not transmitted to others
* Wash your hands often & with soap for at least 20 seconds
* Do not greet others with a handshake or a hug
* Try not to touch you face, eyes or mouth
* Wear a face mask at all times when out in public & maintain social distancing

Information can be found at the following sites for the most up to date recommendations & requirements:

[World Health Organization](https://www.who.int/emergencies/diseases/novel-coronavirus-2019)

[BC Centre for Disease Control](http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/travel)

[Health Canada](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html)