



Update from Copper Point Resort (June 3, 2020)

Re: Reopening our Amenities

The entire team at Copper Point Resort appreciate the trust that you have placed in us to provide a safe environment for all. We would like to assure you that we are monitoring the issues and acting with the utmost care and consideration to protect our guests, staff, and the community from any risks associated with the Coronavirus (COVID-19). Our thoughts are also with all of those around the world that have been affected. We have, and will continue to carefully monitor recommendations from the World Health Organization ([WHO](#)) and the Centers for Disease Control and Prevention ([CDC](#)) and our provincial and municipal authorities regarding best practices to prevent the spread of COVID-19.

We have slowly and cautiously started to reopen our resort amenities. Please see the details of our reopening below:

Amenities Closed Until Further Notice:

- Copper Point Spa
- Fitness Center
- Hot Tubs, indoor pool & cabana
- Summit Footwear

Resort Changes

There will be no housekeeping services available at this time.

The front doors of the resort will close at 11pm and open at 7am. Guests are asked to enter the facility through the parkade, using their key card during these hours.

All scheduled resort events are postponed until further notice.

Guests are asked to sanitize or wash their hands upon arrival.

Keeping 6 feet between groups is mandatory.

Guests are asked to sanitize any luggage carts they use before and after use.

Outdoor Pool

Our outdoor pool is set to re-open on Friday, June 5th. This is a trial run for the weekend to see how our new poolside policies and procedures will work. All guests using the pool **MUST** follow the guidelines that are set out below.

This trial period will run Friday-Sunday from Noon-8pm until June 26th when, if all goes well, we will be opening the pool for extended days.

We have high hopes that this trial period will go smoothly! If guidelines and policies are not followed, we will have no choice but to close the pool immediately until we can figure out a way to make the guidelines and policies work for everyone.

Outdoor Pool guidelines:

- Wait to be seated by the Pool Attendant;
- Maintain 2 metres social distancing at all times, this includes while you are in the pool;
- One family group per chair set;
- Do not move the chair sets;
- Pool toys are **NOT** allowed;
- Towels are provided at the pool entrance and are to be placed in the provided dirty hamper before departing the pool area;
- Guests **MUST** follow the instructions given by the Copper Point Resort pool attendant;
- **Copper Point Resort guests only. Absolutely no outside visitors allowed, no exceptions.**



Sports Court

Our sports court is now open! All guests using the sports court MUST follow the guidelines that are set out below:

- Sanitize your hands before and after you leave the Sports Court
- Please keep 6 feet distance between family groups
- Bring your OWN equipment. CPR will not provide any sports equipment.
- Maximum occupancy of 10 at all times in the Sports Court
- Children must wash/sanitize their hands prior to using the play structure. Copper Point Resort will not be sanitizing exterior playground structures.
- **Copper Point Resort guests only. Absolutely no outside visitors allowed, no exceptions.**

Elements Restaurant

Take-away will reopen on June 26th.

We will be offering Elements take away service starting June 26, 2020 for dinner service only. Elements in-house dining and patio will remain closed at this time.

Booking & Cancellation Policy

We have changed our booking policies to provide our guests with additional comfort and protection:

- All reservations can be changed or cancelled at no charge if the change or cancellation is confirmed a minimum of 48 hours before a scheduled arrival.
- Guests subjected to a quarantine requirement or undergoing treatment for COVID-19 must change or cancel a reservation. Changes or cancellation fees will be waived if the quarantine or treatment related cancellation is confirmed prior to the time of arrival.
- If a travel site was used to make a reservation they will need to be contacted directly for changes. Reservations made directly with us can be changed by contacting the hotel directly.

IF A GUEST IS SICK, HAS RECENTLY TRAVELED OUTSIDE THE COUNTRY OR HAS COME IN CONTACT WITH SOMEONE WHO IS SICK OR HAS BEEN OUTSIDE THE COUNTRY, COPPER POINT RESORT WILL REFUSE SERVICE TO THIS GUEST.

We will move forward with these decisions and adapt as necessary or as mandated by the government. For more information about the steps we are taking during this time please read the public statement provided by our owner company INNHOTELS at <http://innhotels.com>.

Thank you for your continued support. We look forward to seeing everyone back at the resort.

Stay safe,

Serge Girard

General Manager, Copper Point Resort