



## Update from Copper Point Resort (July 22, 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 are proud to announce that we have been certified as a Safe Travel Destination by the World Travel & Tourism Council Organization. We are confident in creating a positive and safe experience for our guests.

**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

### **Resort Changes**

There are no housekeeping services available at this time. Please contact the front desk for supply replenishment, fresh towels, garbage removal...etc.

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

Keeping 6 feet between family groups is mandatory.

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

### **Indoor & Outdoor Pool**

Our indoor and outdoor pool are open daily from Noon-8pm. All guests using the pool **MUST** follow the guidelines that are set out below.

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.

Pool guidelines:

- A pool schedule is in effect:
  - The pool will close every hour for 15 minutes for cleaning and sanitizing. Guests will need to evacuate the pool at this time.
  - Guests may book for poolside seating in one-hour time allotments;
  - Guests are asked not to book back to back times;
  - If guest is not on time for their scheduled pool time, it will be given to the next in line;
- Wait to be seated by the Pool Attendant;
- Maintain 2 metres social distancing at all times, this includes while you are in the pool and on the Opal patio;
- 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 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**

Elements dining room and patio is open from 5pm-10pm daily. Social distancing guidelines will be in place. Guests must sanitize their hands upon arrival and respect social distancing guidelines. Please follow the signage and use designated entrance and exit for Elements restaurants.

Elements is not accepting new reservations at this time.

Elements take out is available daily from 5pm-10pm. Please call the restaurant to place your order (250-341-4002). If you are a resort guest, you will receive a call when your food is ready.

### **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