



## Update from Copper Point Resort (April 30, 2021)

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.

### Copper Point Resort Face Covering Policy

- Face coverings must be worn in all public spaces at all times, this includes but is not limited to the lobby, Elements restaurant, Gemstone Spa, walking to and from the pools and hot tubs, in elevators, through the corridors and in the parkade.

If you have a mask exemption:

- You must check in and go straight to your room or suite;
- You may not loiter in any public spaces, including but not limited to the lobby;
- You may not enter Elements restaurant without a face covering, please call 4002 from your room to place a takeout order and have someone who is masked pick it up;
- You may not enter Gemstone Salon and Spa without a face covering;
- You may not enter the fitness center without a face covering;
- You may not share the elevator with other guests.

### Resort Changes

- There are no housekeeping services available at this time. Please contact the front desk for supply replenishment, fresh towels, garbage removal...etc.;
- Masks are mandatory in all public spaces;
- 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.

### Pools & Hot Tubs

Our indoor and outdoor pools and hot tubs are closed from May 3 – May 24<sup>th</sup>.

### Fitness Center

The Fitness Center is open daily from 9am-9pm. All guests using the facilities MUST follow the rules that are set out below.

If guidelines and policies are not followed, we will have no choice but to close the fitness center immediately until we can figure out a way to make the guidelines and policies work for everyone.

Fitness Center Rules:

- Maximum occupancy is a limit of 2 guests in the fitness center at one time;
- Face coverings must be worn;
- Guests must maintain physical distancing;
- Guests must sanitize their hands upon arrival and re-entry;
- Guests must sanitize their equipment and weights after each use.
- **Copper Point Resort guests only. Absolutely no outside visitors allowed, no exceptions.**

**Fitness Center occupancy will be monitored through security camera and regular checks by hotel staff.**

### Sports Court

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



# COPPER POINT RESORT

- 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 is temporarily closed.

## 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.

**Failing to abide by these rules and policies may result in the refusal of service.**

**UNDER THE BC TRESPASS ACT, COPPER POINT RESORT RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE.**

We will move forward 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.

Sincerely,

Chris McIntosh

Operations Manager, Copper Point Resort