



Update from Copper Point Resort (December 21, 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 British Columbia Centre for Disease Control (**BCCDC**) 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.

Mandatory Mask Order

Masks are required in all public indoor settings for all people born in 2016 or earlier (5+).

Proof of Vaccine (PoV)

By order of the PHO, you will need to verify your proof of COVID 19 Vaccine for entry to our **Elements Restaurant and Event Spaces**. Businesses must scan proof of vaccination QR codes for entry.

Enforcement

During a public health emergency under the Public Health Act, the PHO can make orders as needed. You must follow the orders. Some orders can be enforced by police or other compliance and enforcement officials. People who don't follow these orders could be fined.

Resort Changes

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

Pools & Hot Tubs

Guests are NOT Required to show Proof of Vaccine to use the pools & hot tubs, however guests will need to follow the rules and occupancy limits displayed. If guidelines and policies are not followed, we will have no choice but to close the pool and hot tubs immediately until we can figure out a way to make the guidelines and policies work for everyone.

Pool & Hot Tub Rules:

- Follow signage for entry and exit into and out of pool area;
- 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;
- **Copper Point Resort guests only. Absolutely no outside visitors allowed, no exceptions. Hot tub and pool occupancy will be monitored through security camera and regular checks by hotel staff.**

The Outdoor Pool (excluding Hot Tub) will be closed weekdays during the low season (exception Christmas). We may need to close the Outdoor Pool and Hot Tub facilities if it becomes a safety hazard due to the cold weather.

Fitness Center

Guests are NOT Required to show Proof of Vaccine to us the Fitness Center. All guests using the facilities MUST follow the rules that are set out below.

Fitness Center Rules:

- Maximum occupancy is a limit of 2 guests in the fitness center at one time;
- Guests must sanitize their equipment and weights after each use.
- **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:

- Bring your OWN equipment. CPR will not provide any sports equipment.
- Copper Point Resort will not be sanitizing exterior playground structures.
- **Copper Point Resort guests only. Absolutely no outside visitors allowed, no exceptions.**

Elements Restaurant

PoV: Guests will have to verify Proof of Vaccine if they wish to dine indoors or outdoors in the restaurant.

As per PHO Order December 22 2021 – January 18 2022

- Maximum 6 guests per table
- Guests must remain seated at all times and cannot visit or move between tables

Elements dining room is open from **Thursday – Monday**. **Elements Dining is room is closed Tuesday & Wednesday**. Please see our website for opening hours. 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 restaurant.

Organized Events

Indoor organized events require proof of being fully vaccinated to attend. Everyone must wear a mask. PHO guidelines apply.

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,

Bill Kirkpatrick

General Manager, Copper Point Resort