



Update from Copper Point Resort (November 2, 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.

Amenities Closed Until Further Notice:

- Copper Point Spa

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.

Pools & Hot Tubs

Our indoor and outdoor pool, indoor hot tub and ONE outdoor hot tub are 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 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;
- Maintain 2 metres social distancing at all times, this includes while you are in the pool and in the hot tubs;
- Chairs are not allowed within the 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.**

MAXIMUM CAPACITY: 30 people in outdoor pool, 20 people in indoor pool. Indoor and outdoor hot tub may only have 4 individuals physically distanced or 2 family groups. MAXIMUM OF 8 GUESTS AT ONE TIME.

Hot tub and pool occupancy will be monitored through security camera and regular checks by hotel staff.

The Copper Cabana is CLOSED for the season.

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;
- 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:

- 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