



Update from Copper Point Resort (May 27, 2020)

Re: COVID-19

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.

At 12:00am (midnight) MST on March 18th, 2020 Copper Point Resort went into a SOFT CLOSE and continues to operate in this manner.

Please see the details of our soft close as follows:

Amenities Closed Until Further Notice:

- Elements Restaurant
- Copper Point Spa
- Fitness Center
- Pools & Hot Tubs
- 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.

Booking & Cancellation Policy

If you are travelling for leisure purposes, we ask that you reschedule your visit to a later date.

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 each 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 when it is safe to do so.

Stay safe,

Serge Girard

General Manager, Copper Point Resort