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## **Update from Copper Point Resort (July 7<sup>th</sup>, 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.

### **Mask guidance**

- Masks are recommended in indoor public settings for all people 12 and older who are not yet fully vaccinated.
- You're fully vaccinated 14 days after dose 2
- Masks are optional for children aged 2 to 12
- Children under 2 should not wear masks
- Proof of vaccination does not need to be requested by service providers.
- Some people may choose to continue to wear a mask after they're fully vaccinated and that's okay.

### **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.;



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### **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;
- 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 Copper Cabana is OPEN for the season.

***(Open daily 12pm-8pm weekdays & 11am-9pm weekends.)\****

### **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:**



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- Maximum occupancy is a limit of 2 guests in the fitness center at one time;
- Guests must maintain physical distancing;
- 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**

Elements dining room and patio is open from **4pm-5pm (Drinks Only) & 5pm-10pm (Dining Service) 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. 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.



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**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