



Banff Park Lodge, Bow View Lodge, Peaks Hotel and Suites Covid Policies

The Banff Park Lodge Collection of Hotels is committed to providing a safe and secure environment for our guests, colleagues, and community by continuously monitoring and adapting our policies in accordance with the Government of Alberta and Alberta Health Services. Health and safety remains a top priority at our hotels as we continue to move through the Covid-19 pandemic. Please find below a list of frequently asked questions related to Covid-19 policies and procedures.

ARE MASKS OR FACE COVERINGS REQUIRED AT INDIVIDUAL HOTELS?

Face masks are no longer mandatory in indoor or outdoor settings except:

- On municipal and intra-provincial public transit for Albertans 13 and older.
- At all AHS operated and contracted facilities.
- At all continuing care settings.
- Continuous masking must be followed for up to 5 days following mandatory isolation due to COVID infection for vaccinated individuals. For more information, please visit <https://www.alberta.ca/isolation.aspx>.

WHAT MEASURES ARE INDIVIDUAL HOTELS TAKING TO ENHANCE CLEANLINESS STANDARDS?

Throughout your stay, you will observe enhanced cleaning protocols in guest rooms, high touch areas, and public spaces.

Our properties offer stayover service during your stay; however, if you would prefer that our housekeeping team does not enter your room, we are pleased to offer contactless service instead.

- We are happy to dispose of garbage and recycling in your room any day between 8:30 am and 5:00 pm. If you are planning to stay in your room, please leave it in a closed bag outside your door, or alternatively contact the front desk to schedule a pickup while you are away.
- Please do not hesitate to contact our team if you require extra amenities including sheets, towels, and coffee by dialing "0" on your in-room phone.

WHAT MEASURES CAN I TAKE TO REDUCE THE SPREAD OF COVID-19?

It is important that all individuals prioritize the health and well-being of those around them in order to prevent the spread of the virus. Here are a few reminders of how to keep yourselves and others safe:

- Monitor for symptoms and regularly self-assess for changes in your personal health.
- Wash hands frequently and use hand sanitizer.
- Maintain physical distance from other guests and staff members.
- Stay home and away from others if you have any symptoms.
- Plan activities in advance to ensure physical distancing. Consider going during non-peak hours.
- Avoid high-risk activities such as sharing food and beverages, sharing equipment, and having close-range conversations.

ARE THERE ANY TRAVEL RESTRICTIONS THAT I SHOULD BE AWARE OF AT THIS TIME?

Domestic Travel

- As of November 30, 2021, travellers 12 years and older must be fully vaccinated to travel by air or rail within Canada, with very few exceptions.
- Presenting a negative COVID-19 test is no longer accepted as an alternative to vaccination for travel.
- For additional information, please contact your airline or railway company regarding boarding requirements.

International Arrivals

- International travellers arriving into Canada, including Canadians returning from outside of Canada, must comply with federal travel restrictions, entry requirements and mandatory COVID-19 testing (where applicable).
- For more information about Canada's requirements for travel, testing and borders, please visit <https://travel.gc.ca/travel-covid>.

WHAT IS YOUR CANCELLATION POLICY AT THIS TIME?

We pride ourselves in our customer service and are happy to adjust or change your booking as needed. We understand that travel plans may change due to Covid-19 and will be flexible with our cancellation policies at this time.

WHAT DO I DO IF I BECOME ILL DURING MY STAY?

We ask that you monitor for symptoms daily in order to prevent the spread of Covid-19. If you have any core symptoms including cough, fever, shortness of breath, runny nose, sore throat or loss of taste or smell you are legally required to isolate. If you test negative, you should still remain in your hotel room and away from others until your symptoms resolve. Please notify the Front Desk if you are feeling unwell by dialing "0" from your phone. We are happy to provide any extra amenities you may require including towels, sheets, and toiletries and are pleased to offer room service from our restaurants during your stay.

If you have severe symptoms, call 911 immediately if you are experiencing difficulty breathing, severe chest pain, feelings of confusion, or loss of consciousness.

Thank you for your efforts in keeping yourselves and those around you safe and healthy. We look forward to welcoming you to the Banff Park Lodge Collection of Hotels!