



### **Update from Invermere Inn & Suites (December 21, 2021)**

The entire team at Invermere Inn & Suites 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.

### **Mandatory Mask Order**

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

### **Proof of Vaccine (PoV)**

You do not need to show Proof of Vaccination to stay at Invermere Inn & Suites, however if you were to use Beginnings Restaurant you would be required to show PoV.

### **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.

### **Hotel Changes**

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

### **Organized Events**

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

### **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 24 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, INVERMERE INN & SUITES 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, Invermere Inn & Suites