

COVID 19 MEETING/EVENT GUIDELINES

By booking your meeting or event at our Resort, you are responsible for everyone in your group understanding and adhering to these mandatory policies. Please ensure all your guests have familiarized themselves with these new policies prior to their arrival at our property.

General Information

- If you have travelled outside of Canada, you are not permitted at our facility until you have self-isolated for a minimum of 14 days.
- If you are feeling unwell in any way, please do not come to our facility.
- If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to our facility.
- While on property, always practice physical distancing (2m/6ft apart from each other); no handshaking, no hugging, no high fives etc.
- Hand sanitizer stations are placed throughout the property and we ask you to use them upon arrival, departure, and throughout your stay.

On Arrival

- We are kindly asking you to handle your own meeting or event materials
- Check in at the Hotel front desk located in the Mission Building. Please arrive at the hotel, following the large wooden sign directing you to Hotel Registration. Pull up out front of the brick Mission Building and enter through the main doors.
- A hand sanitization station is present in the lobby when you walk in. Please use it immediately upon entering the building.
- The Hotel Lobby has been marked with spots for you and your group to stand an appropriate distance apart from other guests.
- Please have your meeting or event specifics ready, and our friendly front desk colleagues will guide you to your meeting/event room

During Your Meeting/Event

- A Public washroom within the hotel will be assigned for your use. Please use the washroom facilities assigned to your group only.
- Hand sanitizer dispensers will be placed at key guest entrances and contact areas such as reception areas, lobbies, hallways, elevators, and at the entrance of your meeting/event room
- Our Hotel uses cleaning products and protocols which meet BC Centre for Disease Control guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.
- The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.
- If you use shared rental equipment please ensure to sanitize or wash your hands regularly

Food & Beverage

- Our Food & Beverage team will be offering Breakfast, Lunch & Dinner daily, with service available at the 19th Hole Bar & Grill.
- The 19th Hole Bar & Grill is open to our guests as a contactless counter service establishment offering picnic-style food and beverage.
- Please be prepared to pay with credit or debit as we will not be accepting cash. We accept Visa, Mastercard, and AmEx.
- Please always practice physical distancing (6ft apart from each other)
- Catering options are available, and our sales team is happy to discuss the new menus available for your meeting or event

Irregularities

- If you come across someone not maintaining the 2-meter social distancing requirement, please remember that they may be in one Household group.
- If someone infringes on your 2-meter distance, kindly remind them of the 2-meter rule. Please de-escalate any confrontational situations and, if needed, report the situation to the Front Desk.

Be understanding and supportive! Remember - we are all in this together and now is a time to be kind.