



## COVID-19

**We would like to update you on important information. Updated November 13 -2020.**

**Our Commitment:** We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and employee's here at the Painted Boat Resort SPA & Marina.

Daily, we are working to ensure that they meet the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications for Villas, Public Areas, SPA & Restaurant.

Here are some specific steps we are taking:

**Employee Health, Safety and Knowledge:** Our employees – and their own health, safety and knowledge are essential to an effective cleaning program here at the resort and here are some ways we're supporting them:

**Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our employees are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.

**Ongoing Training:** In addition to training on housekeeping and hygiene protocols, we are monitoring local health authority and government guidelines on preventative measures and WHO (World Health Organization) awareness information.

**Cleaning Products and Protocols:** Use cleaning products and protocols which are effective against viruses, areas including:

**Guest Villas:** Using cleaning and disinfecting protocols to clean villas after guests depart and before the next guest arrives, fogging takes place, with paying particular attention to high-touch areas / items. We have also implemented a "Villa Dormancy" period whenever possible between departed / arriving guests (Villa assignment). Daily housekeeping service (guest stayovers have been restricted; however, items are available to be dropped off at the villa by our team members. Early check in and late check outs is restricted.

**Public Spaces/ SPA, Restaurant & Fitness Centre:** We have increased the frequency of cleaning and disinfecting in these areas, with a focus on the counter at the reception, tabletops, gym equipment, door handles, public washrooms, change facilities and villa keys.

**Employee Areas:** We are increasing the frequency of cleaning and focusing on high-touch areas like employee offices, administration areas, laundry, housekeeping, restaurant, and kitchen areas.

### **Temporary Closures / Additional Information:**

Our **Lagoon Restaurant**, we are following Worksafe BC and Provincial Health Guidelines on social distancing, requiring contact details of our patrons, reduction in seating capacity, movement of guests while dining and health and safety requirements. Our Restaurant is now closed for the season and will be reopening on 23 December for the festive season.

Our **SPA**, is open, and reservations are available for treatments. All guests are required to complete the BC COVID-19 Self assessment prior to visiting our SPA and we conduct a thermal thermometer check prior to entering the

SPA. Our SPA Garden Pools are open and only available to clients with treatments. Guidelines on capacity, physical distancing and enhanced cleaning protocols have been posted and implemented. Our sauna and steam showers are currently closed. Face masks are required to be worn prior to entering Reception, SPA, change room, lounge and during treatments.

We request all guest assist us with complying to the information posted. It will be required for guest wishing to join us at our restaurant and SPA that they comply to COVID-19 guidelines on health and travel guidelines/ requirements. Reservations are required for our Restaurant and SPA.

Our Fitness Centre is closed as a precaution, Swimming pool is closed for the season and the hot tub is open with limited capacity due to support social distancing guidelines.

**An Order of the Provincial Health Officer, COVID-19 prevention regional measure dated November 11th, 2020 was circulated.**

**Section A – Private Residences and Vacation Accommodation.**

- 1. No person may have present at a private residence or vacation accommodation, either inside or outside, a person who does not reside with them.**
- 2. No person may be present at another person’s private residence or vacation accommodation, either inside or outside.**
- 3. Despite section 1 and 2, a person who lives on their own (hereinafter referred to as the “resident’ ) may have up to two other persons present at their private residence or vacation accommodation, if the other persons are individuals with whom the resident regularly interacts. If the other two persons regularly interacts with one another, as well as with the resident, they may be present.**

**All group gatherings are restricted on resort property.**

SPA/SPA Garden, Fitness, Pool, Hot Tub, Restaurant were temporary closed in March accordance with BC Health Ministry requirements.

**Travel Advisory and travel restrictions:** The Travel Advisory and travel restrictions are rapidly changing and we want you to know we are reviewing and monitoring Local, Provincial, Canadian Government, WHO guidelines to ensure the health and safety of our guest and employees and ensure the BC Travel Advisory ,Canadian Government WHO travel advisories which includes self quarantined are abided to. Travel restrictions are now in place have also been implemented for BC Ferries. BC Ferries are recommending reservations to be made for travel to and from the Sunshine Coast and mandatory mask wearing/ and having on hand is required.

We do ask of our guest who do not feel well from refrain from visiting the resort/ SPA / restaurant and complete the mandatory self quarantine (isolation) period / guidelines **prior to staying** at the resort. This includes out of Province, Territory, Country guests.

**Cancellation policy:** Given the impact of COVID-19, we have adapted our cancellation policy to the evolving nature of this epidemic. We have updated our policy to provide our guests the most flexibility we can offer during these challenging times. For guests with existing individual reservations, including reservations with pre-paid rates that are typically more restrictive, we were allowing changes or cancellation without a charge up to 24 hours prior to arrival as long as the change or cancellation was made by June 30, 2020. Our regular 72-hour cancellation policy is now back in place.

We will continue to update information and our policies and recognize that these are unsettling times. Whether you are travelling now or soon, the Painted Boat Resort SPA and Marina want you to know our guests are valued and your safety and well being is our priority.

Stay well everyone.

Painted Boat Resort SPA & Marina Team.

November 13 2020