

# ABSENCE MAKES THE HEART GROW FONDER!

We are excited to be back and to have you back with us! It has been a time like no other, and we are moving forward with equal parts caution and optimism.

While we all need to be vigilant in our efforts to ensure the health of our community by following guidelines provided by health professionals, we think everyone would agree that it is time to allow some fun back into life.

**We look forward to providing you with a welcoming and safe environment.**

Please see the information and links on the following pages, outlining our policies and procedures to keep everyone healthy.



## ARRIVAL | DEPARTURE

We're sure you're excited to begin your stay, and we're happy to welcome you. Upon your arrival, it will be just a few more minutes before you can start enjoying all that Sun Peaks has to offer, and we appreciate your patience during this time. Expect to see clear directional signage as well as our staff to guide you every step of the way. There will be clearly marked areas for guests to stand, and our check-in process will be as contactless as possible.

Please note that check in time is not guaranteed before 4:00 pm. Check out time is 11:00 am. We are currently not able to offer late check-out times; we require the additional cleaning time in preparation for our next guests.

**COVID-19 SAFETY**  
**PLEASE READ BEFORE ENTERING**

**COVID-19 SAFETY**  
INSIDE CAPACITY LIMITED TO **PEOPLE ONLY**

**THIS FACILITY HAS LIMITED CAPACITY, PLEASE SEE SIGN**  
**MAINTAIN A PHYSICAL DISTANCE OF 2 METRES AT ALL TIMES.**

**DO NOT ENTER** if you have symptoms:  
FEVER, COUGH, RUNNY NOSE, SORE THROAT, SHORTNESS OF BREATH

**THIS SIGN IS ON A BARRICADE.**  
The barricade is approximately 2m wide. So is the average mountain bike, two golf clubs, or a resting bear.

**THANK YOU.**

- Follow physical distancing and direction from staff
- Use the hand sanitizer upon entering and leaving
- Please use tap payment when possible
- This facility is being cleaned and sanitized often

For further information on the guidelines that we are following, please click [here](#).

### Parking

We regret that we are unable to provide valet parking at this time. However, self parking is easy, quick, and accessible.

### Luggage

Luggage carts will be cleaned and sanitized prior to your arrival. We are unable to offer assistance with luggage and equipment at this time, unless a guest is physically unable to manage the transport to and from their guestroom.

Upon departure please drop your room keys in the receptacle located near the front desk.



**SUN PEAKS GRAND**  
HOTEL & CONFERENCE CENTRE



## YOUR GUESTROOM

In addition to the regular cleaning of your room, we are introducing an advanced oxidation process to service your room prior to your arrival. This process features a broad spectrum UV light and a quad-metallic target that combine to generate nature's friendly oxidizers: hydroperoxides, hydroxides and super oxide ions, to kill microbes, reduce odors and gases, sanitize soft surfaces in the space. The equipment we have recently invested in is being used at many hospitals in Canada.

Stay-over service will not be offered at this time. Housekeeping staff will not enter your room during your stay unless specifically requested and they will only enter if you are not present in the room.

## PUBLIC SPACES

The hotel will provide hand sanitizer stations at several areas throughout the hotel including front desk, entrances, and elevators.

Additionally, all high touch surfaces in the Upper & Lower Lobby and Residences Lobby will be cleaned and sanitized twice daily. All public restrooms will be serviced every 60 minutes. Additional garbage/recycling receptacles have been placed in many locations.

## DINING

Both of our restaurant outlets, Mantles Restaurant and Morrisey's Public House will be open seven days a week. Physical distancing rules will be in place according to Worksafe BC policies outlined [here](#).

Mantles Restaurant	Breakfast	7:00 am - 11:00 am
Mantles and Mantles Lounge	Lunch and Dinner	11:00 am - 11:00 pm Kitchen closes at 9:00 pm
Morrisey's Public House & Lounge	Monday to Friday	3:00 pm - 11:00 pm Kitchen closes at 9:00 pm
	Saturday and Sunday	12:00 pm - 11:00 pm Kitchen closes at 9:00 pm

Our restaurants are offering fresh, new menus and patios will be in full swing.

In Room dining is currently not available, however Take-Away is an option for both outlets.



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## POOL & FITNESS CENTRE

Our pool is open. Hours of operation are 8:00 am until 9:00 pm. Physical distancing protocols will be in place and we ask all guests to observe posted signage.

Capacity limits will be in place. Please obey all directions from staff members and please limit your time in the pool so that all guests may enjoy.

Unfortunately, our fitness centre, sauna and hot tubs will remain closed at this time. We apologize for any inconvenience this may cause.

## RESORT WIDE SAFETY INITIATIVE

As you explore Sun Peaks, you will notice consistent signage across the resort that will provide guest instruction for physical distancing. This may include entry to smaller shops and cafés as well as areas such as the SunBurst chairlift, where lines may form.

## YOUR HEALTH

We are happy to provide relaxed cancellation terms this summer. If you are not feeling well, please stay home and visit us another time. For more on symptoms of Covid-19, click [here](#).

## OUR EMPLOYEES

We have implemented new onboarding protocols for our employees, including a commitment to frequent hand washing, personal hygiene, as well as completion of health declarations.

We are providing all necessary PPE to our employees and where appropriate, equipment use will be mandatory.

Finally, we are abiding by all Worksafe BC guidance for creating a safe environment for employees to perform their work. This includes elimination or substitution of certain tasks and implementation of new engineering and administrative controls.

**Thank you for being our guest. Together we can make this a safe and welcoming environment. Enjoy your stay!**



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