

As you plan your visit to Medicine Hat Lodge, Trademark Collection by Wyndham - we anticipate that you may have questions about our efforts to manage COVID-19. Our senior management team is closely monitoring and analyzing the developments and we are taking all actions to follow directives from local, national and international health agencies.

The safety and wellbeing of our valued guests and associates is important to us. In support of Alberta Health Services and the community, so effective immediately the following changes have been made.

- Our pool, water slide & fitness centre are currently closed. We have been given the go ahead by the Government of Alberta to reopen. At this time these facilities will remain closed until we are able to ensure we are following all of the AHS guidelines
- Our hot breakfast buffet is no longer available. Guests are receiving bagged breakfasts at check-in.
- Room service menu is available every day
- Redwood Steakhouse & Bar, Elements Restaurant and Bar and Copper Coulee Casino are open and operating as per the AHS regulations

Here are additional actions we have taken as precautionary measures:

- Housekeeping service is limited to between 10am – 2pm daily. Guests are not to be in the room while housekeeping is cleaning. Our housekeepers are wearing proper PPE when in guest rooms.
- Reminding employees about washing hands often. We are talking to them about it, posting signage in key employee areas, and providing additional hand sanitizer dispensers.
- Implementing new procedures in our Food and Beverage departments to reduce possible transmission possibilities, including, but not limited to, the use of disposable cups and cutlery packets at breakfast, and the addition of single-use condiments for individual service.
- We have added hand sanitizer dispensers and wipes in high visibility and high traffic areas.
- We have significantly increased the frequency of sanitizing high-touch surfaces in all areas in our resort including restaurants, bars, pool, fitness centers, public restrooms, hotel rooms, elevators, machines and table games.
- We continue to reinforce training procedures to ensure cleaning processes are implemented properly by our employees.
- We implemented an employee policy for those who are travelling or appear to be suffering from flulike symptoms.

As recommended by Health Canada, we ask all guests returning from impacted areas, or who may show COVID-19 symptoms to self-isolate and stay at home for 14 days.

We appreciate your business and loyalty to Medicine Hat Lodge, Trademark Collection by Wyndham. We are committed to implementing recommendations from the health authorities to give you peace of mind as you visit our resort now and in the future.

The health and safety of our guests and employees will always be our most important consideration, especially in these challenging circumstances.