

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 (Coronavirus.)

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 have been closed down indefinitely
- Our hot breakfast buffet is no longer available. Guests will receive pre-packaged bagged breakfast which includes continental breakfast & a breakfast sandwich that guests can heat. Guests can get the breakfast anytime from the front desk.
- Redwood Steakhouse hours have been changed to Wednesday - Sunday from 5pm - 8pm with a limited menu
- A limited room service menu is available every day from 12pm - 8pm.
- As per AGLC, Copper Coulee Casino and Elements Restaurant and Bar are now closed
- Alberta Massage & Spa and our Gift & Fashion Boutique are also closed

**Here are additional actions we have taken as precautionary measures:**

- 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 flu-like 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.

Sincerely



Raj Lokhande

General Manager, Medicine Hat Lodge, Trademark Collection by Wyndham