



During these unprecedented times, we are working hard to implement ever-changing Guidelines and Protocols to ensure the safety and cleanliness of every aspect of our hotel.

We want to thank our valued guests for putting your trust in us to provide you a clean, safe, and pleasant hotel stay. Our teams have been working diligently to stay on top of ever-changing Health Canada and BC's Ministry of Health guidelines regarding COVID-19 protocols, and we would like to share with you the following practices we have implemented for your peace of mind and enjoyment of our facilities:

Guest Rooms: While we have always prided ourselves in our industry-leading cleanliness standards, our cleaning methods have changed completely to keep our team, and our guests, safe and healthy during this global pandemic. Special attention is paid to sanitizing and disinfecting surfaces and frequent touch-points, including but not limited to: Light Switches, Door handles (and locks), coffee makers, remote controls, fridge handles, etc...

Pools: Our pools are currently operating at a reduced capacity. They are only open for hotel guests at this time. Physical distancing protocols are in place for all guests and staff in the pools, and changerooms are closed at this time. One-way entrances and exits have been put in place to ensure physical distancing while accessing the pools.

Ktunaxa Grill: Our restaurant has enhanced cleaning and disinfecting protocols, as well as guest service protocols for our servers to ensure the safety of our valued staff and guests. Physical distancing has been implemented and our servers have adjusted their routines to adhere to these guidelines. Physical barriers have been installed to ensure the safety of all guests while dining. Single serving items are being utilized where possible.

Common Areas: Frequent touch points such as elevator Call-buttons, door handles, Front Desk, luggage carts, gift shop are carefully and thoroughly sanitized regularly, following each guest contact/use, and/of every hour.

While teams are instructed to not enter an occupied guest room, there are instances where this will be necessary. In these rare instances, our team will take every precaution by washing and sanitizing their hands, wearing a mask, and carrying out the required task as quickly and efficiently as possible.

We appreciate your understanding during this difficult time, as we recalibrate our process to continue to serve you, as always.

Ainsworth Hot Springs Resort Team