



Update from Jasper Inn & Suites (May 29, 2020) Re: COVID-19

The entire team at Jasper Inn & Suites appreciate the trust that you have placed in us to provide a safe environment for all. We would like to assure you that we are monitoring the issues and acting with the utmost care and consideration to protect our guests, staff, and the community from any risks associated with the Coronavirus (COVID-19). We have, and will continue to carefully monitor recommendations from the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC) and our provincial and municipal authorities regarding best practices to prevent the spread of COVID-19.

As of June 1, 2020 we are opened to the public and looking forward to welcoming you.

Amenities Closed Until Further Notice:

- The Inn Grill – opened for dinner only
- Business Centre
- Pool facility (pool, hot tub, sauna, steam rooms)

There will be no housekeeping services available at this time during your stay. In all guests rooms we'll remove unnecessary touchpoints and apply extra- stringent room cleaning protocols between each guests stay. Our maintenance team will not enter guest's rooms unless it is an emergency. Two guests maximum in the lobby. Guests are asked to sanitize or wash their hands upon arrival. Keeping 6 feet between groups is mandatory.

We have changed our booking policies to provide our guests with additional comfort and protection:

- All reservations can be changed or cancelled at no charge if the change or cancellation is confirmed a minimum of 24 hours before a scheduled arrival.
 - Guests subjected to a quarantine requirement or undergoing treatment for COVID-19 must change or cancel a reservation. Changes or cancellation fees will be waived if the quarantine or treatment related cancellation is confirmed prior to the time of arrival.
- If a travel site was used to make a reservation they will need to be contacted directly for changes. Reservations made directly with us can be changed by contacting each hotel directly.

IF A GUEST IS SICK, HAS RECENTLY TRAVELED OUTSIDE THE COUNTRY OR HAS COME IN CONTACT WITH SOMEONE WHO IS SICK OR HAS BEEN OUTSIDE THE COUNTRY, JASPER INN & SUITES WILL REFUSE SERVICE TO THIS GUEST.

We will move forward with these decisions and adapt as necessary or as mandated by the government. For more information about the steps we are taking during this time please read the public statement provided by our company INNHOTELS at <http://innhotels.com>.

Thank you for your continued support.

Regards,

Shawnee Janes Wilson
General Manager, Jasper Inn & Suites