



Dear Guest,

Welcome to the Lake Louise Inn!

- Effective 12 am Monday, September 20th, 2021: In accordance with the Government of Alberta's business "**Restrictions Exemption Program**" please be advised of the following mandatory Covid-19 protocols in place at the Resort. We are also a proud recipient of the Alberta Hotel and Lodging Association's Safe Accommodation Promise designation and our first priority is the wellness and safety of all our guests and team members. Thank you for your co-operation, patience and understanding.

MASKS ARE MANDATORY

- In all indoor spaces unless a person presents documented proof of a medical exemption.
- **Those unable or unwilling to comply with this requirement will be required to leave the premises.**

PROOF OF VACCINATION or NEGATIVE TEST or RESTRICTED ACCESS

- All persons ages 12 and older wishing to utilize any of the indoor facilities listed in the last section of this document must provide proof of vaccination or documented proof of a medical exemption. This is to be presented to the Front Desk upon registration for all applicable room occupants.
 - Sept 20 to Oct 25th: Proof of a single dose is considered acceptable as long as the dose was given more than two weeks prior to the time of service.
 - After Oct 25th: Proof of double vaccination is required.
- **OR** All persons ages 12 and older must show proof of a privately-paid negative Covid-19 PCR or Rapid Test result completed within 72 hours prior to the time of service (cannot be from AHS or Alberta Precision Laboratories).
- **OR** All persons ages 12 and older who do not meet the aforementioned Proof of Vaccination or Negative Covid-19 Test requirements may register as Hotel Guests but will not be granted access to any of the indoor facilities listed below. Please note that these persons may order Take Out from the Hotel's Restaurants and that unattended minors of all ages will not be granted unsupervised access. No discounts will be applied towards any incurred charges including but not limited to room rates and resort fees based on restricted access to, or usage of any facilities or services.
- **Those unable or unwilling to comply with these requirements will be required to leave the premises.**

HOUSEKEEPING SERVICES

- For both your safety and that of our staff, Housekeeping stayover service are not available. Should you require any additional items, please contact the front desk so that we can deliver to your room. Lake Louise Inn staff cannot enter your room while it is occupied.
- Hand Sanitizer stations are in place throughout the property. Routine enhanced sanitization protocols are in place for public areas and frequent touch points.
- If you require any garbage removal from your room, please dial "0" on your room phone. We ask you kindly, to not leave any garbage outside due to wildlife in the National Park.

For additional hotel information, please scan the QR code located on your guest room door.

FACILITIES

- Fitness Room: Located in the basement of the main building. Open 24 hours. Social distancing is required at all times.
- Pool & Hot Tubs: Open daily from 9am-10pm (children until 9:30 pm). No drinks and food permitted in the pool area. Social distancing is required at all times.
- Legends Restaurant Open daily from 7am – 10pm (B: 7am –11:30am) (L: 11:30 am – 5pm) (D: 5pm – 10pm).
- Timberwolf Pizza Café open daily from 5pm – 10pm.
- Explorers Lounge Open Saturdays from 8:00 pm – 11:00 pm with live music (Last Call is at 9:45 pm).
- Meetings Spaces Capacities and attendance restricted in accordance with Government of Alberta's Business "**Restrictions Exemption Program**" requirements.
- Mini Golf: Golf clubs can be rented from the Front Desk between 10am – 8pm with a maximum of 6 guests per group.
- Bike Rentals: Bikes and helmets can be rented from the Front Desk between 7:00 am – 10:00 pm.
- **Persons 12 and older who do not meet the aforementioned Proof of Vaccination or Negative Covid-19 Test requirements will not be granted access to these facilities nor will minors of all ages be granted unsupervised access to the Fitness Room, Pool/Hot Tub Area, Restaurants or Meeting Spaces.**

Hotel Management