



# CALABOGIE PEAKS RESORT

1-800-669-4861 | [WWW.CALABOGIE.COM](http://WWW.CALABOGIE.COM)

## HOURS OF OPERATION

### Hotel Front Desk

Open Daily

8:00AM-10:00PM

613-752-2720 ext 1604

[peaks@calabogie.com](mailto:peaks@calabogie.com)

### Canthooks Restaurant

Open Daily

3:00PM-10:00pm

613-752-2720 ext 1610

[canthooks@calabogie.com](mailto:canthooks@calabogie.com)

### Boathouse Bar & Grill

Closed for the season as of  
September 28<sup>th</sup>, 2020

### Beachfront & Golf Rentals

Closed for the season as of  
September 28<sup>th</sup>, 2020

Calabogie Peaks Resort is committed to your health and measures have been put in place to ensure we continue offering an experience that is as safe as possible for everyone.

We are taking enhanced steps to promote health and safety including:

- Implementing policies and procedures to protect employee health
- Practicing safe physical distancing
- Reducing the number of touch points & enhancing the cleaning and sanitizing of remaining high contact surfaces
- Training our employees on enhanced cleaning and safety procedures

**We ask that you please help keep our Resort safe by staying home if:**

- You have had a suspected or confirmed case of COVID-19 in the last 14 days or have been in close contact with someone who has
- You are experiencing any symptoms of COVID-19 including cough, fever, respiratory problems or sudden loss of smell or taste

*We ask that you follow best practices with respect to health while on-resort which includes:*

- Practicing safe physical distancing of at least 2metres (6 feet)
- Exercising good hygiene including proper handwashing and the use of hand sanitizer
- Wearing your own mask where physical distancing may be a challenge
- Using credit or debit as the preferred method of payment

**Pre-Arrival / Arrival / Check-In / Check-Out**

- All guests will be sent full reservation details prior to their arrival, confirming their details, and informing that if any changes are required, they must be made prior to arrival.
- Front Desk hours are 8am - 10pm. We kindly ask that only one (1) member of each group check-in.
- Check-in is not permitted without a valid credit card and photo ID matching the name on the reservation. Only guests 18-years of age or older and named on the reservation will be able to check in or receive extra room keys.
- Though additional Health and Safety procedures will be put in place, we encourage you to bring your personal sanitization products should you wish to further protect yourself.
- Guests are asked to abide by physical distancing signage to maintain proper queue and guest flow.
- The front desk has been installed with protective shields and regular sanitization schedules established.

- Guests are encouraged to wear masks in all interior spaces where physical distancing cannot be exercised like corridors, elevators, and restrooms.
- Key Cards are sanitized after each use.
- Sanitizer stations are available at the elevator entrances, front desk and lobby area, and at the entrance to the pool area.
- There is no need to come to the front desk to check out. Please leave your room keys in the room. The credit card on file will be charged the balance owing and a copy of your invoice will be e-mailed to you upon departure.

### **Housekeeping**

- Housekeepers will wear gloves while cleaning.
- All used and unused linens and towels and garbage bagged and removed prior to disinfection.
- In addition to regular cleaning protocols, housekeeping will sanitize all high touch surfaces (door handles, knobs, thermostat, faucets & handles, light switches, toilet handles, remotes, balcony furniture).
- In lieu of daily housekeeping service, guests will be instructed to contact the front desk to request any additional items be delivered or removed during their stay.

### **Resort Amenities**

- Our hot tub, pool and fitness facility will remain closed.
- Our golf course and tennis courts remain open, please contact the Hotel Front Desk directly for more information.
- Fall Colours Chairlift Rides will operate weather permitting – contact the Front Desk or visit our website for more information.

### **Elevators**

- Capacity is limited to two unrelated parties or one group travelling together.

- Sanitizer stations will be installed at each elevator entrance for use upon entry/exit.
- High touch surfaces (buttons, rails) will be sanitized by housekeeping staff throughout the day.

### **Public Spaces**

- High touch points areas (handles, phones, elevator buttons, door glass, gym equipment) will be sanitized by housekeeping staff throughout the day.
- Ice machines will be sanitized frequently.

### **Hotel Public Washrooms**

- Stalls, urinals, and sinks are out of service to reduce overall capacity