

Our Team is committed to offering you a safe and comfortable stay, the health and wellbeing of our guests and associates is of paramount importance. In compliance with local, Provincial and Federal directives, our hotel is operating with reduced staff and services. Currently there are many common areas that are closed and will not be accessible for guest use. During your visit we ask that you maintain appropriate social distancing with other guests and hotel associates.

**For the safety of our guests and associates and in compliance with the CDC guidelines, all persons exhibiting symptoms consistent with COVID-19 or awaiting test results for COVID-19 are not permitted in the hotel until cleared by a medical professional. Any person who has traveled outside of Canada in the last 14 days will not be permitted to stay. If you are required to quarantine or if you test positive for COVID-19 during your stay at the hotel, we request that you quarantine in your room and immediately contact the Director of Operations to discuss next steps. In the event that you are diagnosed with COVID-19 within 15 days of departure, we ask that you notify the hotel so that we may take the necessary precautions.**

As part of our ongoing commitment to enhance the property and service, we are currently in the process of renovating our ballroom with an expected completion at the end of October 2020. We appreciate your continued support during this renovation.

#### **Service Adjustments:**

- All guest rooms, once vacated, will go through an enhanced and extensive cleaning service.
- Regular scheduled housekeeping services have been suspended. Please contact Service Express (Dial "0") for any housekeeping items that you may need.
- If at any time, an associate is requested or required to enter your guest room for maintenance issues, we will require all guests to vacate the room momentarily prior to service.
- Bella Restaurant is closed.
- Masters Lounge is open from
  - Monday – Thursday: 11 am – 9 pm
  - Friday: 11 am – 10 pm
  - Saturday: 10 am – 10 pm
  - Sunday: 10 am – 9 pm
  - Drink service is being offered later into the evening
- In-Room Dining: please place your order by dialing "0" Service Express. Menu and Hours same as the Masters Lounge.
- Breakfast menu can be found in the envelope you received upon check-in. To order, please call Service Express prior to 7:30 pm. Your order will be ready at the front desk during scheduled pick up time.
- Our Amatista Spa is open from 9 am – 6 pm and includes access to the Serenity Pool.
  - Note: Sauna and Steam Room facility are closed.
- The Recreation Centre, which includes a swimming pool, hot tub and fitness facility is closed.
- 24-Hour Westin Fitness Studio is OPEN.
- Valet parking is available at \$20++/night on weekends only.
- Resort Fee: The resort fee of \$25 plus taxes is charged daily.  
Includes: Hotel concierge programs – Self parking – WIFI – Access to Business Center Kiosk Unlimited. Local & credit card calls – Toll free phone calls – Long distance in North America (limited 30 min per stay).  
24hr Westin WORKOUT Fitness Studio – Access to the serenity Pool (Call Service Express to schedule a time – maximum of 4 people)

We sincerely apologize for the temporary modification to our services as we prioritize the health and safety of our guest and associates. We appreciate your understanding and look forward to welcoming you to the Westin Bear Mountain.

Be Healthy and Stay Safe.

The Westin Bear Mountain Resort & Spa