

Our Commitment to you our guests, as we navigate through Coronavirus (Covid 19) together

Updated March 1st, 2022

We have been working diligently to implement a higher standard of hotel cleanliness and disinfection to ensure all guests a safer and cleaner stay with us. This standard is ever evolving to meet and exceed all governmental and guest expectations. Here some of the ways we have enhanced our protocols for your stay:

- Masking requirements as per current provincial/municipal guidelines.
- Increased cleaning/disinfection frequency of ALL public areas such as the front desk, lobby, hospitality room & washrooms.
- Changes to Lobby to allow reduced guest contact and more spacing.
- Extra disinfection on the highest touch areas in each of our guest rooms.
- Deployment of Sanitation Stations – available to all guests at various locations within the hotel.
- Enhanced protocols for housekeeping staff – including additional hours and on-site guidance/training.
- Adjusted Breakfast protocols in line with current government regulations.
- Restrictions on maximum of number of guest rooms rented per night.
- Additional spacing guidelines between rented guest rooms.
- Extra resources available on site upon request.

The safety and security of our guests has always been of the highest priority. We remain committed to these higher standards and are redoubling our efforts long term the situation around Coronavirus (Covid 19) evolves and us along with it.



Calgary
Grande Prairie
Drayton Valley



AN IHG® HOTEL
Southeast Lethbridge



Calgary

*Encore
Suites*

By Service Plus Inns

Drayton Valley
Grande Prairie