**Our COVID-19 Health and Safety Plan**

We are looking forward to welcoming all returning and new guests to the Surf. Due to COVID-19, we are doing things a little differently to help keep our employees and guests safe. We all have a role in promoting public health and safety, so please read our plan to understand what to expect during your stay.

For everybody’s health and safety, please **do not** travel if you are feeling unwell. We have adjusted our cancellation policy to 24-hours to ensure that those who have COVID-19 symptoms can avoid travel. Please call 250.386.3305 and then press 0 for the office if you need to cancel or adjust your booking.

**Arrival**

Our doors are locked at all times to encourage social distancing. When you arrive, please call 250.386.3305 and then 0 for the office to inform us. Upon your arrival we will block open the door so you may unload your belongings and enter the lobby. If this arrangement is not suitable for your arrival, please call us with your arrival time and we will be waiting for you.

For everyone’s safety, only registered guests will be allowed in the building at the present time.

**Check-in**

Plexiglass has been installed at our front desk and hand sanitizer is available.

We will have your registration form completed prior to your arrival. You will be asked to confirm that all the information is correct. We will then pre-authorize your credit card, which will require you to enter your PIN number.

If you wish to pay with a debit card, you may do so after completing the pre-authorization.  We are currently not accepting cash.

**Elevator**

For everybody’s health and safety, only one person, or guests from the same room, may be in the elevator at the same time.

**Lobby, Hallways and Staircases**

We recommend that everyone wear a mask when in the common areas of the motel to keep themselves and others safe. We also ask that guests use the east staircase for going up their rooms and the west staircase for going down to ensure appropriate social distancing.

**Your Room**

For the health and safety of our guests and employees, daily housekeeping will not be provided during your stay. We will only enter your room if there is an emergency. All guest rooms will be fully cleaned and disinfected after check-out.

We will be available from 9am until 11am each day to replenish anything you require. During this time we will also pick up recycling, tied bags of garbage and soiled linen left outside your door. We will provide linen bags for this purpose.

Each room will also have an all-purpose cleaner and cloths that you can use to refresh your room during your stay.

**Cleaning Protocols**

We have been diligently preparing to reopen and keeping up to date with the latest guidance on hygiene, cleanliness and other measures to prevent the transmission of COVID-19.

We have increased the cleaning and disinfecting of our public areas and all high-touch surfaces. These surfaces will be disinfectedtwice per day and public areas will be cleaned daily.

Staff have been instructed on proper hand hygiene, social distancing and have been asked to stay home if they are feeling unwell. They have also been provided personal protective equipment to use as required during their shifts.

**Self-Isolation Protocols**

If you are advised to self-isolate during your stay with us, we encourage you to call the office and let us know. We are happy to provide advice on local delivery options. Self-isolated individuals are asked to not use common areas in the building.

**If you have any questions, please call 250.386.3305 and then press 0 for the office.**