

Dear Valued Guest(s),

Thank you for choosing Becker's Chalets in Jasper National Park; we are very excited to welcome and serve you. We hope that you and your loved ones have been doing well and staying safe during these challenging times. Please rest assured that Becker's Chalets and Becker's Gourmet Restaurant give cleanliness and health and safety their utmost attention. Since 1989, Becker's Chalets has been awarded the Alberta Hotel and Lodging Association's housekeeping award for cleanliness and maintenance. It has also achieved a level 3 in the Alberta Hotel and Lodging Association's health and safety program; going above and beyond what is required.

The Becker's Chalets team would like to inform you of some of the many policies and procedures that have been implemented, to ensure both the health and safety of its guests and employees alike, along with giving you peace of mind that your stay will be a comfortable and clean safe haven. Please know that while this global pandemic continues to unfold and as government legislation continues to change, we too will constantly modify our ways to ensure best practices are implemented.

Front Desk and Gift Shop Area:

- ❖ Office hours have been slightly modified: Open at 7am and closing at 10pm daily.
- ❖ Upon entering the front office, hand sanitizing is mandatory
- ❖ Upon check-in a pre-screening questionnaire is mandatory about all guests staying in each chalet. We also require the name of all occupants staying in the chalet for contact tracing purposes.
- ❖ Full payment will be required upon check-in to ensure we provide an express contactless check-out.
- ❖ Room keys should remain in your chalet and a final statement will be emailed to you the day of departure.
- ❖ Room charges will not be permitted: payment must be completed at the time of purchase (including gift shop, BBQ's, and restaurant service).
- ❖ Floor markings, both inside the front office area and outside by the entrance, will assist you to maintaining social distancing while waiting to enter the office.
- ❖ Limited occupancy in the front office: 1 guest per employee working, and 2 guests in our gift shop, are permitted at any time to ensure social distancing is maintained.
- ❖ A plexiglass barrier has been installed at the front desk, to protect both guests and employees alike.
- ❖ Additional sanitization procedures are in place at the front office; the desk and all used items will be sanitized in between each guest to minimize transmission.
- ❖ All lobby brochures, our courtesy table (with fruit, water, and candies), and lounge sitting area have been either removed or closed to minimize risk.
- ❖ Guest bathrooms have been restricted to only hotel guests and restaurant patrons; frequent disinfecting procedures are in place.
- ❖ Gift shop items – all sales are final

Becker's Property:

- ❖ As per current legislation in place, social distancing must be maintained. It is mandatory that all guests maintain a minimum of 6 feet (2 meters) from others, not living in the same household. Signage is posted around property to help remind you of this legislation.
- ❖ Our unsupervised playground remains open; parents are advised to watch their children to ensure their safety and maintain social distancing.
- ❖ Our coin operated laundry facilities remain open: frequent disinfecting procedures are in place.
- ❖ Lawn chairs on property are placed in a manner to comply with social distancing and are for your enjoyment. Please do not move them around for gathering purposes.

Housekeeping and Amenities:

- ❖ Daily housekeeping services have been eliminated for stay-over guests to ensure the safety of our guests and employees alike, as directed by the Alberta Hotel and Lodging Association.
- ❖ Additional supplies and/or amenities (or the pick-up of dirty linen) can be requested at any time by contacting the front desk by email (info@beckerschalets.com), phone (780-852-3779), or in person.

- ❖ All excessive and non-essential items will be removed such as decorative pillows, note pads, etc.
- ❖ Guest amenities have been reduced additional supplies can be requested by contacting the front desk. This includes items such as coffee, sugar, hot chocolate, shampoo, soap, etc.
- ❖ Heightened cleaning protocols have been implemented upon check-out: all chalet linens, high touch areas, and surfaces will be cleaned and disinfected thoroughly, along with the use of an electrostatic disinfectant sprayer throughout the chalet.

Becker's Gourmet Restaurant:

- ❖ Upon entry to the restaurant, all dining guests will be required to complete a short verbal symptoms questionnaire, have their temperature taken, and be asked their name and phone number for proper contact tracing measures.
- ❖ Out dining room layout and occupancy levels have been modified to comply with current legislation in place.
- ❖ Restaurant offerings will be confirmed and updated in April, 2021 – however the anticipated offerings are as follows:
 - Buffet breakfast → We plan to offer a served buffet breakfast, where one of our staff will plate your food choices for you. This would be served from 8am to 11am.
 - Boxed lunch → Unfortunately lunch is not available, however if ordered the evening prior, we do offer a boxed lunch option for pick up prior to 11am. An order form would be available upon request.
 - Gourmet dinner → Following the current restrictions, we will offer our dinner menu for sit-down service from 5:30pm with the last seating at 9pm; reservations highly encouraged due to limited occupancy to ensure social distancing is in place. To make reservations please call 780-852-3535
 - Take out → Our regular dinner menu will be available for take-out; place your order by phone and come pick up at the restaurant, to enjoy in the comfort of your private chalet. Depending on the situation in May, a separate take-out menu might be offered as well as our regular menu; stay tuned.

Employee Requirements:

- ❖ All employees here at Becker's Chalets and Becker's Gourmet Restaurant are required to follow very strict protocols in regards to policies and procedures. This also includes the use of Personal Protective Equipment (PPE), frequent hand-washing/sanitizing protocol, and temperature/symptom checks prior to beginning each work day; if unwell, they will be prohibited to work
- ❖ Employee workstations, cleaning supplies, cleaning equipment, and golf carts will be cleaned and disinfected after every shift.
- ❖ Regular communication with employees will be maintained, in regards to the potential exposure to Covid-19 and continuous information and education will be provided on how to maintain a safe and clean home.

As travel restrictions and gathering legislation changes, we ask that any guest – especially those from overseas or large family gatherings (ex. Gatherings with those outside of your current household, etc.) stay informed and please let us know if you will not be able to make or must postpone your current 2021 reservation. Also, if anyone in your party experiences any Covid-19 symptoms within 10 days of your arrival, please contact us immediately as we will happily postpone or cancel your reservation, with no penalty, until it is safe for you to travel again; the safety of our guests and employees is our top priority!

We are proud to provide our guests with a very clean and safe chalet, in one of the most beautiful and serene locations on the planet. We look forward to welcoming you to Becker's Chalets and Becker's Gourmet Restaurant for your upcoming reservation.

From our family to yours, we wish you a pleasant day!

The Venchiarutti (-Bulfony) family
Becker's Chalets and Becker's Gourmet Restaurant
Jasper, Alberta – Canada –

If you would like to stay informed on any specials and/or happenings at Becker's Chalets or Becker's Gourmet Restaurant in Jasper, Alberta, please subscribe today! (You can unsubscribe at any time) <http://eepurl.com/g2-mPL>