

Dear Valued Guest(s),

Thank you for choosing Becker's Chalets in Jasper National Park; we are looking forward to your arrival. We aim to exceed your expectations and to help you create lasting memories. We continue to follow Provincial and Federal Government guidelines for Health and Safety of our guests, visitors and employees. We strive to go above and beyond in all areas of our resort.

Since 1989 we have been awarded the Alberta Hotel and Lodging Association's Housekeeping Award as well as their Level 3 Health and Safety Award. Our teams have been hard at work to implement New Policies and Procedures to ensure our cabins and resort are cleaned to the highest standards our guests have come to expect and leave you with peace of mind so you can enjoy our beautiful location. 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 continuously implemented.

Front Desk and Gift Shop Area:

- ❖ Office hours 7am to 10pm
- ❖ Limited occupancy in the front office, adhering to all maximum occupancy requirements as legislated.
- ❖ 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; including after each guest interaction at the desk
- ❖ Please use the hand sanitizer provided along with wearing a face covering (covering the nose and mouth) as it is a mandatory requirement.
- ❖ Floor markings, both inside the front office area and outside by the entrance, will assist you in maintaining social distancing while waiting to enter the office.
- ❖ All guests are required to fill in a pre-screening questionnaire. We require the name of all occupants staying in the chalet for contact tracing purposes.
- ❖ Express Check-out: Full payment will be required upon check-in to ensure we provide an express contactless check-out with the final statement being emailed to you on the day of departure.
- ❖ Room keys should remain in your chalet upon check-out so that they are properly sanitized prior to being brought to the front office.
- ❖ Room charges will not be permitted: payment must be completed at the time of purchase (including gift shop, BBQ's and restaurant services).
- ❖ 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
- ❖ Our courtesy table (with fruit, water, and candies) and lounge sitting area have been either removed or closed to minimize risk.

Becker's Property:

- ❖ Social distancing must be maintained on property. 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 the property to help remind you of this legislation.
- ❖ Playground remains open; parents are advised to watch their children to ensure their safety and maintain social distancing as it is unsupervised.
- ❖ 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 minimize risk, as directed by the Alberta Hotel and Lodging Association.
- ❖ Additional supplies and/or amenities (or to schedule the pick-up of dirty linen) can be requested at any time by contacting the front desk between 7am and 10pm daily by email (info@beckerschalets.com), phone (780-852-3779), or in person.
- ❖ Non-Essential items have been removed from the chalets; such as note pads, guest directories, etc.
- ❖ Heightened cleaning protocols have been implemented upon check-out of each chalet: all chalet linens, high touch areas and surfaces will be cleaned and disinfected thoroughly, along with the use of our electrostatic disinfectant sprayer throughout the chalet – as an additional precautionary measure.

Becker's Gourmet Restaurant:

- ❖ Upon entry to the restaurant, patrons will be asked their name and phone number for proper contact tracing measures.
- ❖ Our dining room layout and occupancy levels have been modified to comply with current legislation in place.
- ❖ Our Gourmet Restaurant will offer the following:
 - Breakfast → We will be offering breakfast (with menu, not buffet) from 8am to 11am each morning, beginning on Saturday May 8th, 2021.
 - Grab and Go items, available from 7am to 10pm daily in the front office! Offering a daily selection of sandwiches, beverages, sweets, mini charcuterie and cheese boxes – as quantities last.
 - 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 are 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 as well; place your order by phone or in person for pick up at the restaurant to enjoy in the comfort of your private chalet. Available from 5pm to 9pm nightly
 - Patio → First come first serve, weather permitting and open during regular restaurant hours so you can enjoy your sit-down service in the midst of nature's fresh air and magnificent views, while listening to the roar of the Athabasca River!

Employee Requirements:

- ❖ All employees here at Becker's Chalets and Becker's Gourmet Restaurant are required to follow very strict Health and Safety protocols in regards to Policies and Procedures. This also includes the use of Personal Protective Equipment (PPE), frequent hand-washing/sanitizing protocols, and temperature/symptom checks prior to beginning each work day
- ❖ Employee workstations, cleaning supplies, cleaning equipment, and golf carts are cleaned and disinfected throughout their shift.

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 group 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 the highest level of cleanliness in our Chalets and Restaurant, in the most beautiful and serene location on the planet. We look forward to welcoming you to Becker's Chalets and Becker's Gourmet Restaurant.

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

April 2021



**The Venchiarutti (-Bulfon) 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>

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