

Updated 20th March 2020

The safety of our guests and staff is paramount at the Rundlestone Lodge. Our heartfelt thoughts go out to those affected by COVID-19 (novel coronavirus).

We are following the advice and directives of all relevant local and federal agencies with the objective of minimising the spread of infection to others.

Travelling to Banff

Although we are not encouraging people to travel at this time, we understand there will be a limited number of people needing accommodations in Banff. Our hotel is still open and accepting reservations. As per directives from Alberta Health Services, the gym, swimming pool and hot tub are closed.

Banff National Park itself accessible, though many local services are greatly reduced. Park entry fees are being waived at this time.

Further updates and information can be found on [Banff Lake Louise Tourism's website](#).

Steps we are taking to minimise risk

- We have posted signage throughout the hotel promoting recommended practices which reduce the risk of the virus spreading.
- Frequent, additional cleaning of all common area and guest room touchpoints with disinfectants, including hospital grade disinfectants. This includes elevator buttons, guest key cards, credit card machine buttons, public restrooms, handrails, door handles, TV remote controls, entrance doors etc.
- We're recommending all employees take precautionary health measures, including frequent hand washing, social distancing along with additional safe work and personal hygiene practices. All hotel staff have been advised to remain at home and self-isolate if they are symptomatic.
- Per the Government of Canada's announcement on the 17th of March, we are actively encouraging international guests who arrived in Canada after 12th of March to self-isolate.
- If any guests become symptomatic, we will require they immediately self-isolate in their room, to protect the safety of others and follow the recommended protocols.

Reservation Flexibility

In consideration of the fluidity of the situation, we are adding increased flexibility to guests with existing reservations.

If you have booked directly and your travel plans are directly affected by the COVID-19 outbreak, please contact our Front Desk team who are available 24 hours a day to assist.

For guests who have booked via online travel agents or other third parties are advised to contact their booking provider for assistance.

Helpful Links to Additional Information regarding COVID-19

Alberta Health Services: <https://www.albertahealthservices.ca/topics/Page16944.aspx>

Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Town of Banff: <https://banff.ca/1132/Coronavirus-info-for-Banff>

World Health Organisation: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>