



Our Covid Practices

Welcome to the 2020 season.

After our collective efforts as a community to stay home and stop the spread of COVID-19, public health authorities are cautiously optimistic that Canada is seeing success. Outdoor recreation is being allowed to open on a staggered basis. As our staff and management prepare for the 2020 season, we are still closely monitoring recommendations for precautionary measures from the World Health Organization, Health Canada, Alberta Health and the Chief Medical Officer.

Given the nature of the activity, of paddling in wide-open spaces, commercial canoe / kayak operations can be conducted with protocols to reduce the risk of COVID-19 transmission. Public health organizations acknowledge that participating in outdoor activities offers benefits to a participant's physical, mental and emotional well-being.

The Banff Canoe Club is committed to the ongoing safety of our customers and employees. To reduce the risk of transmission, we have implemented precautionary measures in all stages of our operation. To ensure the success of these measures, we rely on the full cooperation of customers and employees.

The safety measures we have implemented include:



Hand sanitizer stations at property entrances and key areas throughout

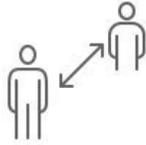


We will be monitoring and screening our team members for illness at the beginning of each shift



Implementing transmission-reducing tactics including plexiglass barriers at check-in and return and personal protective equipment for staff (where recommended)





We will enforce physical distancing, by implementing directional flow of rental operation; creating spacing for all rentals out and returns. In our public spaces, you'll see our team helping to ensure we all work together and that everyone flows through the spaces appropriately



We have reduced the number of touchpoints, and increased cleaning of remaining touchpoints



Contactless payments will be encouraged, with credit and debit transactions (no cash payments)



Removed all communal gathering areas – picnic tables and benches



Our employees are trained on enhanced cleaning, disinfecting and sanitizing procedures with CDC and Health Canada-approved cleaners. Cleaning will be frequent and thorough



All boats, paddles, PFD's and dry bags will be fully sanitized between outings



Our on-site signage and pre-arrival communications aim to be clear and straight-forward. We aim to ensure both guests and staff support these measures.

We hope that our environment returns to normal in the not-too-distant future, but for now, these protocols are our new normal. We ask for patience while we implement these new protocols and also your commitment in following the notices below:

- 1. Anyone displaying symptoms of COVID-19 is NOT permitted to enter our facility. If you don't feel well, please stay home, and, when in doubt, get tested.*
- 2. If you live in a household with someone who has COVID-19, or is showing symptoms of COVID-19, please do not come to our facility.*
- 3. If you have travelled outside of Canada, you must self-isolate for a minimum of 14 days before you are permitted at our facility.*
- 4. For payments, touchless credit and debit card transactions are preferred (No cash payments)*
- 5. You must agree to contact tracing before starting the trip / rental*
- 7. PHYSICAL DISTANCING IS REQUIRED: groups who have not booked, travelled and arrived together at our facility must maintain a minimum of 2 M/ 6ft distance between them. Failure to observe physical distancing risks closure of the company, and as such, you may be asked to leave the premises and be suspended from future trips/ rentals.*
- 8. All customers in a canoe / kayak will either be one group that has booked, travelled and arrived together at our place of business.*
- 9. Although we clean surfaces between guests, we recommend that you bring your own hand sanitizer and use it every time you touch a surface in our facility*

6. Should you or someone in your group test positive for Covid-19 after the trip and within 14 days, you must agree to inform our company. The company will inform you and your group if someone that you may have been in contact with during time at our facility tests positive for Covid-19.

10. We are not providing water and are unable to fill water bottles (please come prepared)

11. There is no washroom on site or running water

12. Please do not handle each other's gear (paddles, PFD's, drybags)

We acknowledge that every customer must make their own decision as to whether or not it is in their best interest to participate during these times. However, if you choose to join us, we sincerely welcome you, and we require your full cooperation with all of our safety measures. Stay safe,

Sincerely,

The Banff Canoe Club Team