



HORSESHOE RESORT

STEPS WE ARE TAKING TO ADDRESS COVID-19

March 13, 2020

Dear Valued Horseshoe Resort Guests and Team Members,

The health, safety and well-being of our guests and team members is of the utmost importance to us. We are closely monitoring the Coronavirus (COVID-19) updates and are committed to taking all of the necessary precautions recommended by the World Health Organization, Centers for Disease Control and Prevention and Federal and Provincial Health Departments. Our focus is to ensure that we are meeting the needs of our guests and team members.

Horseshoe Resort is open and operating under regular business hours. At this time, ski and snowboard lessons and our March Break development camp will proceed as planned. We have, however, made the decision to cancel some of the March Break activities that were scheduled to take place throughout the week. Please consult the revised March Break Activity Guide on our website for the current schedule.

In order to maintain a safe environment, we are taking the following measures:

- We are exercising extra care when cleaning guest rooms after each stay and are paying close attention to high touch point areas such as key cards, elevator doors and buttons, door handles, locks and latches, light switches, desk surfaces, telephones, television remote controls and bathroom fixture handles.
- We have increased the frequency of sanitizing common areas such as washrooms, the front desk, food and beverage outlets, guest services desk, rentals area and equipment and fitness centre equipment.
- We have increased the quantity of sanitizers available to guests and team members throughout the resort property.

As always, we are asking team members to stay home if they are not feeling well and are encouraging everyone to keep their hands clean and wash their hands properly. We ask that hand sanitizer is used whenever possible and that work stations are regularly wiped down and sanitized.

If you have an upcoming reservation or day trip planned, we look forward to seeing you and want to reassure you that we are taking every necessary precaution to promote a safe and healthy environment at the resort. We will continue to monitor the situation daily, with the best interests of our guests and team members in mind.

Sincerely,

Jonathan Reid
General Manager