



# Wellbeing Information



Baillie Lodges looks forward to welcoming back guests to Clayoquot Wilderness Lodge in the coming months. As government restrictions and policies are likely to change, we are closely monitoring recommended activities and will comply with all Canadian and British Columbian regulations as required.

With this in mind, we've taken a close look at our lodge operations – from the seaplane terminal arrivals and check-in, to dining in our restaurant and touring, and have come up with plans that include making some responsible, measured changes to the way we deliver our guest experience. As our lodge team return to work, they will be thoroughly trained in COVID safe measures and procedures.

We're fortunate that our luxury lodges are in remote regional locations and cater to just a few guests at any one time, so at Baillie Lodges we consider we're already adept at offering our guests a safe and secure experience. In fact, the very nature of our lodges means we've inadvertently been practising physical distancing for years, with personal service, fresh air, unlimited space and serenity, outdoor adventures and world-class locally sourced food and wine all part of our DNA.

## Welcome

The health and safety of our team and our guests is our highest priority. We will always extend a warm welcome to arriving guests, but for the time being this welcome won't be accompanied by a handshake. Where possible we will have fewer guests in our transfer vehicles and allocate spare seats between parties. We ask that all guests wear masks when travelling, and will ensure we have them available at transfer check-ins. When out and about where soap and water are not available, we will have generous supplies of hand sanitiser for our guests' and teams' use.

Naturally, we ask that our guests refrain from travelling if they are feeling unwell or displaying any symptoms of COVID-19. The wellbeing of our staff – as well as your fellow guests – are everyone's responsibility and we encourage a spirit of empathy, mutual respect, consideration and kindness at our lodges.

## Cleaning

The lodge team will follow their usual high-standard cleaning procedures, whilst paying special attention to often touched surfaces and high traffic areas. Frequent and regular cleaning and disinfecting will ensure optimum hygiene is maintained.

Of course, cleaning in our back of house service areas has been enhanced, and while you won't see this behind-the-scenes action, it's all part of our plan to take the very best care of you. You may notice we have removed some items from our suites for now - including magazines. These items will instead be available upon request. As we always have, we will continue to provide highly detailed twice daily housekeeping services to our guest suites.



## Dining

The tables in our restaurant, dining tents and outdoor lounge areas will be spaced well apart to allow for the recommended social distancing between parties. We've also removed our self-serve breakfast sideboards for now, but our full, delicious breakfast selections are still available - we'll just serve them for you. Our signature sunset drinks and canapés are also still part of your evening experience. For the time being we may serve these to you and your party individually.

For those departing on signature, à-la-carte or bespoke heli tours, our kitchen teams may individually package treats for you to enjoy along the way.

## Healing Grounds Spa

Thank goodness you can still enjoy a rejuvenating spa treatment at our Healing Grounds Spa.

For the time being, we will offer a limited spa menu featuring our range of relaxation and massage treatments up to a maximum two-hour time limit. Our cedar hot tubs and sauna remain temporarily closed at this time.

As restrictions continue to be lifted in Canada over the coming months, we will revert to offering a full spa menu including tailored spa essential treatments and facials.

## Health and Wellbeing

Should a Clayoquot guest or staff member fall ill, either demonstrating symptoms of COVID-19 or as recommended by a medical practitioner, we will follow the Canadian Chief Medical Officer's advice and ask that the person immediately self isolates and gets tested.

On check-out we'd prefer you to 'tap and go' using a debit or credit card (or smart phone) to settle your account in order to minimise manual transactions.

We acknowledge the new regulations that require travellers provide proof of a negative COVID test within three days of undertaking air travel, and we are seeking a solution to meet this need for our departing guests.

And while some things may change in the short term - and other changes may be here for good - the things that won't change are the key elements of a stay with Baillie Lodges; the genuine connections with people and place, the friendly 'first-name' service, some unforgettable wining and dining - and above all a chance to spend time with the ones who matter most.

## Covid-19 Peace of Mind

In the event that your travel plans are disrupted due to circumstances arising from Covid-19, i.e. due to a positive test within your travelling party, a stay-home order issued by a local authority, or border closures preventing travel between your area and Clayoquot Wilderness Lodge, we will gladly amend your booking and hold any funds paid in credit upon verification of the circumstance. Should no suitable alternative stay be possible, a full refund will be issued.

*Clayoquot Wilderness Lodge's Covid-19 Safety Plan and Protocols are subject to change, and will always align with the Canadian Government regulations at the time of operation.*

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