

The Royal Scot is proud of our long history of hospitality and taking care of both our guests and associates.

The COVID-19 pandemic has changed the way we all have to live, work and play for the time being. We have taken active measures to protect our guests and staff.

Extra sanitizing of public areas, actively addressing social distancing protocols, and encouraging those who are exhibiting cold or flu symptoms to stay away from the property, are some of these measures.

In addition, we have closed or suspended operations of:

- Jonathan's Restaurant
- Gift Shop
- Swimming Pool and exercise area
- Games Room
- Billiards Room
- Morning Coffee service
- Room Service
- Courtesy Van service

We are monitoring and adhering to orders from the Provincial Health Officer, along with additional guidelines from the BC Centre for Disease Control, The CDC and World Health Organization.

The hotel remains open, however, understanding that some of our booked guests may wish to cancel or postpone their visit, any cancellation fees will be waived. For those that booked through a third party site, we ask that you contact those providers directly to cancel, but we will not be pursuing cancellation fees through these partners either.

You may contact us directly through either our toll free number at 1-800-663-7515, or by email at royalscot@royalscot.com

This will pass in time, and we will look forward to welcoming our guests back, as well as those associates we have had to temporarily lay off. Until then, wash your hands and stay healthy!

Any questions or comments you may have may be directed to me at ggreene@royalscot.com.

Sincerely,

Greg Greene

Director of Guest Relations