



March 13, 2020

As you plan your visit to the Hotel Camrose Resort Casino – a Best Western Premier Collection Property - we anticipate that you may have questions about our efforts to manage COVID-19 (Coronavirus.)

Our senior management team is closely monitoring and analyzing the developments, and we are taking appropriate actions.

We'd like to share that in the thousands of surveys we have received through TripAdvisor and Best Western, the Hotel Camrose Resort Casino has always received high scores for our cleanliness – and we are committed to not only maintain, but improve, those scores for your ongoing comfort, safety and protection.

Here are additional actions we have taken as precautionary measures:

- Reminding employees about washing hands often. We are talking to them about it, posting signage in key employee areas, and providing additional hand sanitizer dispensers.
- Implementing new procedures in our Food and Beverage departments to reduce transmission possibilities, including, but not limited to, the use of disposable cups and cutlery packets at breakfast, and the addition of single-use condiments for individual service.
- We have added hand sanitizer dispensers and wipes in high visibility and high traffic areas.
- We have significantly increased the frequency of sanitizing high-touch surfaces in all areas in our resort including restaurants, bars, pool, fitness centers, public restrooms, hotel rooms, elevators, machines and table games.
- We continue to reinforce training procedures to ensure cleaning processes are implemented properly by our employees.

As recommended by Health Canada, we ask all guests returning from impacted areas, or who may show COVID-19 symptoms to self-isolate and stay at home for 14 days.

We appreciate your business and loyalty to the Hotel Camrose Resort Casino. We are committed to implementing recommendations from the health authorities to give you peace of mind as you visit our resort now and in the future.

The health and safety of our guests and employees will always be our most important consideration, especially under these challenging times.

Sincerely,

A handwritten signature in cursive script that reads "Dan Macpherson".

Dan Macpherson
General Manager, Hotel Camrose Resort Casino