



### **When You Reserve A Room**

You should have confidence when you book with us that we are doing everything we can to ensure a safe and secure accommodations ready for you. We are closely monitoring the World Health Organization (WHO) and local health agencies for the latest developments related to COVID-19 and following the guidance of the government and public health officials.

### **Amenities**

Our Breakfast Buffet is currently closed, we look forward to re-opening when possible. We do offer a Grab & Go breakfast option, available for pick up at our front desk.

Our Pool is now open. Guests can make reservations at the front desk for 1 hour time slots.

The Ricky's Country Restaurant next door is open for Breakfast, Lunch & Dinner with new cleaning protocols and social distancing.

### **Face Masks**

As we continue to battle the COVID-19 pandemic, the health, welfare and safety of our guests and associates is of paramount importance. Therefore, Best Western has adopted a policy, in accordance with guidance from the CDC and Health Canada and/or in compliance with government regulations, that effective July 28 face coverings are required in hotel indoor public areas in the United States and Canada.



## During your Stay

We recognize that these are unsettling times and whether you are traveling now or in the future, we want you to know that your safety and well-being are our first priority.

We assure you that our cleaning is focused on environmental surfaces exposed to hand contact which could have a higher frequency of contamination. Disinfection agents are used frequently on the following areas around the hotel: Elevator buttons, door handles, light switches, sink faucets & handles, remote controls, telephones, bedside tables, drawers and small appliances. As an extra precaution for our guests & staff, we are not providing housekeeping services for any stay-over rooms.

We have also installed a Plexi-glass at the front desk to ensure social distancing is maintained between our team and guests.

The Best Western brand commitment is to keep you safe and healthy with industry-leading cleaning standards with "BEST WESTERN WE CARE CLEAN"!

We Care Clean program addresses everything from guest room and common area cleanliness, to streamlined processes that minimize contact between guests and associates while maintaining the exceptional service you expect from our Langley Team!



## Symptoms

If you begin to feel ill or develop any symptoms during your stay, please call our front desk immediately to notify us – do not come to the front desk or visit any public spaces. Access the BC COVID-19 Self Assessment Tool and follow directions based on the outcome of their self-assessment. You must immediately self-isolate in your guestroom and contact the HealthLink BC at #811 hotline for further instructions. We will do everything we can to provide you with help and assistance in this difficult time.



For Our Best Western Members

We are focused on how COVID-19 is impacting our Best Western Members during these uncertain times for future travel. We wanted to remind you that your Best Western Points never expire, which means our members have ample time to redeem their points.

Find out more about our Best Western Instant rewards and incentives.

I would like to re-assure you that we are taking every action to protect the health and safety of everyone on our property and to assist in an important role in slowing the spread of this disease.

I would like to thank you in advance for putting your trust in the Best Western Plus Langley Inn as you plan for future travels.



We look forward to welcoming you on your next trip to the Lower Mainland!

Stay Safe and Take Care

Rubina Tejpar

General Manager