

Tunnel Mountain Road  
P.O. Box 1228  
Banff, Alberta T1L 1B2  
Canada



Phone (403)762-5591  
Calgary Direct (403)264-2563  
Toll Free 1-800-661-9267  
Toll Free fax 1-800-267-8774  
Fax (403)267-8774  
Website: [www.douglasfir.com](http://www.douglasfir.com)

Thank you for your continued loyalty and trust in Douglas Fir Resort & Chalets in these uncertain times. Our commitment and responsibility towards our Guests have never been stronger as we face the Covid-19 pandemic.

We are continuously monitoring the ever-changing circumstances surrounding the coronavirus and are going above and beyond to keep you, our guests, employees and hotel safe.

Douglas Fir Resort & Chalets health and safety measures are designed to address a broad spectrum of viruses, including Covid-19. These measures include handwashing hygiene and increased cleaning/disinfecting product specifications to guest rooms and increased common area cleaning procedures. We are following the recommendations of Health Canada and Alberta Health Services (AHS). Canada.ca and [www.alberta.ca/COVID19](http://www.alberta.ca/COVID19)

A reminder that health agencies recommend the following measures to reduce the risk of transmitting this virus:

1. Practice social distancing by keeping a 2 metre (6 feet) distance from other people.
2. Wash hands often with soap and water, or use hand sanitizer, when soap and water not available.
3. Do not share any items with other people.
4. If you do not feel well go to the online Covid-19 self-assessment test and/or call Healthlink at 811.

Please be assured that our team is doing their utmost to provide you with the highest levels of service and safe environment before, during and after your stays with us.

Thank you again for your ongoing trust in Douglas Fir Resort & Chalets.

A handwritten signature in black ink, appearing to read 'Takeo Norisawa', written over a horizontal line.

Takeo Norisawa  
Owner  
Douglas Fir Resort & Chalets

A handwritten signature in black ink, appearing to read 'Carla Poulsen', written over a horizontal line.

Carla Poulsen