



March 9, 2020

Good day,

In light of ongoing news regarding the Novel Coronavirus (COVID-19), a respiratory infection presenting symptoms similar to a common cold, we wanted to share some information on how Fairmont Banff Springs and Accor are responding.

Our first priority is the safety and wellbeing of our guests and employees. We have been very vigilant in minimizing our exposure to anyone traveling from high risk areas. We are working closely with our partners to cancel any group attendees visiting from impacted areas, as defined by the Centers for Disease Control and Prevention. For all other travelers, we are continuing to regularly and safely host successful groups and events.

We recommend that all travelers review guidance from the World Health Organization and follow any travel advice issued by their home countries. It is important to note that the Federal government has currently assessed the public health risk in Canada as low.

We are closely monitoring the Novel Coronavirus outbreak and partnering with global leader Ecolab to implement measures to minimize risk of transmission and ensure that our guests and employees are safe and well taken care of. We have assigned a dedicated hotel task force and facilitate daily communication within the Hotel to reinforce these strategies.

Measures being implemented to mitigate risk include but are not limited to: cleaning procedures and disinfection products which were already in place at the hotel, with proven efficacy in minimizing the spread of viruses and contagions; increased frequency of cleaning and disinfecting throughout the hotel; hand washing stations placed at critical points throughout the hotel; reinforcement of personal hygiene, proper handwashing and use of alcohol-based hand sanitizers; close monitoring of employee health; and increased communication with our partners and government public health agencies.

We are monitoring this situation with the World Health Organization and Public Health Agency of Canada as it develops.

We recognize that cancellations and/or attendance drop-off may be a concern, and can work together to explore potential solutions for ensuring a successful event at Fairmont Banff Springs.

As always, please consider us your partner in your upcoming event. We encourage you to come and enjoy Banff!

Regards,

David Roberts

VP & General Manager  
Fairmont Canada's Western Mountain Region