

COVID-19 Winter Lodge Policy

In order to prevent transmission of COVID-19 we require a new lodge use policy. The policy below is very different than what we are accustomed to due to the pandemic.

Only BC residents can use the lodge at this time, and there are no individual bookings. The two floors of the lodge are now completely separated to resemble the condo-model of short-term rentals and can only be booked as a block of time. Only members and their guests from their "safe six" (see BCCDC website) bubble, including the children of a member who is staying at the lodge, may stay at the lodge and only for the time frames in Block A and Block B. There are no nightly rentals. As mentioned above the top and bottom floors will be treated like separate units with separate locks and separate entrances. The inside door at the bottom of the inside stairs can now be used as an emergency exit only by the upper floor bubble.

The Inside Edge member books their 'bubble' of people whom they spend time with, (maximum of 6 total including the member). The Inside Edge member who reserves the booking will pay for the whole bubble on their credit card and will also receive any refunds for cancellations and is responsible to collect from or provide refunds to their bubble as they see fit. Please note that the maximum occupancy is 6 people including the Inside Edge member and guests. We are also asking that there is one person per bedroom unless the roommate is from the same household or the roommates already spend time together regularly; for example camping in the same tent.

COVID-19 Protocol

Each adult staying in a block booking must read the COVID-19 screening and guidelines document sent to them by the reservations clerk, follow directions on the document to email the reservations clerk the night before their arrival at the lodge. (Appendix B).

You are PROHIBITED from going to the lodge if:

- 1) You have cold, flu, or COVID-19-like symptoms. Symptoms include: Fever, Chills, Cough or worsening of chronic cough, Shortness of breath, Sore throat, Runny nose, Loss of sense of smell or taste, Headache, Fatigue, Diarrhea, Loss of appetite, Nausea and vomiting, Muscle aches (less common symptoms: Stuffy nose, Conjunctivitis (pink eye), Dizziness, confusion, Abdominal pain, Skin rashes or discoloration of fingers or toes. Source: BC-CDC
- 2) You have been directed by Public Health to self-isolate or if you have just returned from travel outside Canada and have not self-isolated for 14 days and monitored yourself for symptoms (Source WorkSafe BC)
- 3) You are not an IE member or guest of a member registered in block booking and not a resident of B.C. You must have reservation confirmation of a block booking
- 4) You have bad allergies and cough and sneeze frequently it is not recommended (Source: Dr. Bonnie Henry, PHO)

The COVID-19 virus and prevention:

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

- **Hand Washing Protocol:**

All lodge users **MUST** wash their hands with plain **SOAP** and **WARM WATER** for 20 seconds when at the lodge (use hand sanitizer with at least 60% alcohol content during the day when out of the lodge and have no access to water) • Washing with soap and water before and after preparing, handling, serving or eating food • After personal body functions (e.g., using the toilet, sneezing, coughing) • Before and after using a mask • After disposing of garbage or dirty laundry or • Whenever hands look dirty (Source: BC CDC)

1 Definitions

- The “Winter Season” this year is from November 20, 2020 through to May 2, 2021
- The “Holiday Season” this year is December. 21, 2020 through to January 3rd, 2021
- “Bylaws” means the Bylaws of the Inside Edge Club 1981
- “Lodge Credit” means a no-charge night at the lodge, none accepted in this policy
- “Sanitizing” refers to the disinfection process completed by an external cleaning company in between block bookings. The fee is charged to the bubble
- “Bubble” or “Safe 6 / Six”: Your safe consistent group of up to 6 people (including partners, roommates, close friends) that you spend time with and will remain as a bubble for the entire season, there are no changes to the bubble or safe six permitted
- “Upper floor”: “The entrance is up through the back stairs with boot racks put inside the doorway for street and ski boots. Jackets are to be hung in bedrooms along with other clothes. Skis are stored in the ski locker outside (as usual) during the booking only. The top floor enjoys the fireplace, laundry, deck and BBQ. There is **NO** access to downstairs, heated foyer or wax room. There are **NO** lodge towels provided and no black tote boxes. Each booking will refill soap, toilet paper and paper towel supplies. Second emergency-only exit is the inside door at the bottom of the inside stairs.
- “Lower floor”: The entrance is through front door and foyer (as usual, shared only with the tenant) and boots and jackets are stored in the foyer. The wax room is used for storing skis during the booking. Please note there is no access to ski locker for the lower floor. The lower floor enjoys access to the electric fireplace, outdoor BBQ by the front door, and the wax room. There is **NO** access to upstairs for fireplace or laundry; There are **NO** lodge towels provided and no black tote boxes. Each booking will refill soap, toilet paper and paper towel supplies from closet.

- “Block booking” is for the total amount of days below and have strict check-in and check-out times for the entire bubble (Sun night will be empty all winter due to cross over time and sanitizing and restocking supplies)
 - Block A: check in Mon 8 am onwards check out Fri 10 am (strict)
 - Block B: check in Fri at 4 pm onwards check out at Sun 4 pm (strict)
 - Block A and B: check in Mon 8 am onwards check out Sun at 4 pm (strict)
- “Reserving member” is any member of a bubble who may reserve and pay for their bubble, and that person also receives any cancellation refunds. It does not have to be only one member booking for the bubble all season.
- “Guest” is any member of the bubble, whether a member or non-member for the purpose of reserving.
- Holiday block booking dates:
 - Check in Mon 8 am Dec. 21, 22, 23; check out Dec 24 at 10 am
 - Check in Thurs 4 pm Dec 24, 25, 26, check out Sun Dec 27 at 4 pm
 - Check in Mon Dec 28 8 am, 29, 30, check out Dec 31 at 10 am
 - Check in Thurs Dec 31 at 4 pm, Jan 1,2 check out Jan 3 at 4 pm
 - Sunday nights the lodge is empty for disinfecting

2. Lodge Manager

Duties

- Is responsible for creating this specific Lodge policy and taking to executive for approval
- Is responsible for the operation and maintenance of the lodge, including alterations for the changes required for this COVID-19 lodge policy
- Is responsible for ensuring that ongoing expenses (e.g. utilities, taxes, insurance, snow removal) are paid
- Is responsible for setting the exact dates for the Winter, Summer and Holiday seasons each year
- Manages the reservations clerk
- Chairs the Lodge Committee
- Settles any lodge cancellation or other disputes

3 Lodge Use

3.1 Block bookings

- There are now restrictions on a bubble, blocks, check in and check out times related to an external company sanitizing the lodge between block bookings during this winter
- A COVID-19 screening and guidelines document in Appendix B will be sent to each adult in the bubble by the reservations clerk, they MUST respond by replying ‘I have read, understood and agree with guidelines’ to the reservation clerk’s email the night before their arrival at the lodge along with ‘my name, my phone number and my lodge reservation dates for this booking’; a member parent can agree for their children in the same email. The code to the floor they are reserved in will not be sent until the return email is received.
- Block A: check in is Monday any time from 8 am, check out Friday 10 am. (strict)

- Block B: check in Friday any time after 4 pm, check out at Sunday 4 pm. (strict)
- Block A and B: check in Mon 8 am onwards check out Sun at 4 pm (strict)
- The lodge will be empty Sunday evening

3.2 Housekeeping/ COVID-19 cleaning requirements

- For pandemic safety protocol you must bring all your own bedding: required bedding (sheets, pillow, sleeping bag or comforter)
- For pandemic safety protocol absolutely nothing can be left at the lodge. All food must be removed from the fridge/ freezer and all bed and ski equipment removed. Any food found by the cleaning company will be composted and non-compostable items discarded.
- For pandemic safety all towels have been removed. There are paper towels in the bathrooms and kitchen. Please empty into the green bid provided and take to the compost facility upon check out. It is recommended that lodge users bring their own kitchen washcloths and towels as well as personal towels, bath mats etc.
- Each floor bubble booked into the lodge is 100% responsible for cleaning their lodge floor. Please see the revised sign-up sheet to ensure all duties are completed by lodge check out time. It is also recommended that they sanitize daily.
- Each floor block booking will pay \$200 + GST (total \$210.00) for sanitizing provided by an external company charged at the time of the booking
- If the sanitizing company finds that the floor has not been cleaned, they will take a photo and will clean before sanitizing and that block booking will be charged for the cleaning
- All compost, garbage and recycling must be removed by check out. If not removed the sanitizing company will rectify, record by photo, and charge accordingly

3.3 Parking

- Parking is limited to 3 cars for the upstairs booking and 3 cars for the downstairs booking. There will be no charges for parking during this COVID-19 lodge policy. If there are any issues with parking please confer with the tenant Steve who will ensure there are only 7 cars in the lot.
- Double parking is strictly prohibited
- There are no painted lines or markers to delineate the parking spots. You may be asked to move your vehicle so that all 7 spots are available. Note Whistler's Winter parking regulations by referring to the signage on the street.
- Fines may be levied for violators at the discretion of the Lodge Manager.

3.4 Non-Resident Club Members/ Non-Club Members

- No person, member or non-member is allowed inside the lodge during the COVID-19 pandemic if not listed in the reservation
- Camping in the yard and overnight use of camper vans on the lot is strictly forbidden

3.5 Conduct:

- As per our long-standing lodge policy members are expected to be considerate of other lodge users, the lodge and property and follow the lodge policies. Members can be banned from staying at the lodge.
- Violations to the COVID-19 lodge policy will not be tolerated and could affect a member's ability to reserve, especially with respect to number of people and no visitors
- General COVID-19 precautions need to be observed, see above on COVID-10 virus and prevention and the COVID-19 Screening and Guidelines

3.6 Tenant

- The tenant will use the foyer entry and their own door to the suite as usual
- The tenant will not access anywhere in the Lodge other than their suite (i.e. upstairs, downstairs) during any reservation period
- Only the tenant will have access to the storage room upstairs on Sunday when the lodge is empty
- The tenant will wear a mask and gloves while having access to the laundry and only on Sunday evening after the members and the sanitizing company have left and the lodge is empty
- The tenant will also check all lodge supplies in the upstairs and downstairs suites on Sunday evening and refill soap, paper towel and toilet paper stock from upstairs storage.
- The tenant will keep their skis, boots and poles in the suite
- If the tenant becomes COVID-19 positive they will inform the Lodge Manager immediately and will put a sign on the suite door that says 'quarantined' while following the direction from public health. External people can bring groceries.

4 Reservation/Cancellation Policies

4.1 Reservations

- Reservations for a block booking may be made by one member of a bubble up to two months in advance including the Holiday Season (see special blocks in rate section Appendix A)
- Reservations for this winter may be made starting November 6, 2020
- Names and email contact information for each adult in the reservation block must be provided on the reservation form by the person reserving for the bubble
- Members can reserve for up to 4 non-Members including the member's children in their block booking this year due to block bookings only and full separation of floors
- The total fee for each block booking is to be paid by the member making the booking
- Lodge bookings for a maximum of 3 blocks per month may be made initially, Lodge Manager will review Nov. 30th and if all blocks are not reserved this will be increased to 4 block bookings starting Dec 1, with the exception of only 3 weekends per month
- No member or guest shall stay at the Lodge for more than 14 nights in any month initially

4.2 Non-Member Policies

- Reservations for non-members (maximum four for the season if these guests are part of their bubble) must be booked and paid for by a member as part of their block booking, that means only the same 4 guests over the course of the entire winter
- The reserving member is responsible for the behaviour and financial obligations of their guests, as well as their compliance to all lodge rules in this COVID-19 lodge policy
- A member must accompany guests during the Lodge stay; if there is only one member reserved with non-members and that member becomes ill, the non-members cannot stay at the lodge and if already at the lodge, must leave when the member leaves. The cancellation fee or refund would follow the same as a household in the cancellation scenarios.

4.3 Cancellations

Rationale

Because a major way to prevent the transmission of COVID-19 is to stay home when you are sick the lodge will manage cancellations to support the direction from public health.

Scenario 1: A person has booked the lodge and close to the start of that booking experiences flu, cold, or COVID-19-like symptoms as per the COVID-19 Screening and Guidelines . They cannot go to the lodge and fulfill their booking; they must cancel.

- Cancellation must be requested by email to both the Reservations Clerk reservations@insideedgeclub.ca and the Lodge Manager lodge@insideedgeclub.bc.ca
- To cancel an entire booking up to 14 days prior to reservation start date can be refunded at 100% to the member who reserved for the bubble, within 14 days a nominal cancellation fee will be charged, see below

Scenario 2: To cancel a booking in the case of a positive COVID-19 test, or while awaiting a test result (proof is required). They must cancel as soon as possible.

- An entire family/ household that lives together and has at least one positive person must cancel their entire booking with no cancellation fee and receive 100% refund to the member who reserved for the bubble. The reason is that the entire household is a close contact of the positive or suspect case.
- If not all from the same household the one person who has tested positive or is awaiting a test result that individual can cancel with no cancellation fee and receive 100% refund to the member who reserved for the bubble (for that person's portion of their block booking). The remaining block (bubble) members will not be charged and cannot have a new person join the bubble
- Public health advises that a person whose symptoms have resolved after 10 days is considered no longer contagious and could join the next block booking.

Scenario 3: To cancel in the case of a person who has been informed by public health that they need to self-isolate for 14 days because they are considered a close contact and have been exposed to a positive case (proof is required). They must cancel as soon as possible.

- A family or household only booking will have to cancel their entire block booking during those 14 days with no cancellation fee and will receive a 100% refund
- An individual or couple that are part of a bubble larger than the two of them will have to cancel. They will not pay a cancellation fee and 100% refund of their portion of a block booking will be provided to the member who reserved for the bubble. Their remaining members of the bubble will not be charged and cannot have a new person join the bubble.

Scenario 4: A person develops flu, cold, or COVID- like symptoms as per the COVID-19 Screening and Guidelines while at the lodge during their booking.

- They must immediately put a mask on (located in the kitchen on both floors) and wash their hands and put on gloves and leave the lodge. They will need to drive home or arrange for someone to pick them up.
- The Lodge Manager needs to be notified ASAP
- If they are severely ill (for example difficulty breathing, chest pain) call 911 immediately. The address of the lodge is 7066 Nesters Road.
- To cancel a person/ family while at the lodge anytime due to feeling unwell:
 - A family that lives together will have to leave, cancel their entire booking and pay a \$25 cancellation fee for each person reserved whether one couple or a family with children, the remainder of the lodge cost will be refunded to the member who reserved for the bubble, except the sanitizing fee
 - An individual will have to leave with all their belongings, cancel and will pay a \$25 cancellation fee, the rest of their portion of a block booking would be refunded to the member who reserved for the bubble and their bubble will not be charged and cannot have a new person join the bubble

Note: Except for a family/ household only booking the whole bubble does not have to go home as they have not necessarily been exposed. The person's room who is not feeling well should not be used and usual cleaning needs to occur. The Lodge Manager must be informed.

Scenario 5: Voluntary cancellation

- To cancel an entire booking up to 14 days prior to reservation start date can be refunded at 100%

General provisions to cancellations

- A. This cancellation policy is set up so no new members are to be added to the bubble. The cancellation policy allows for generous refunds without any financial penalty to remaining members of a given bubble.

- B. If the whole bubble cancels they each have to pay a \$25 cancellation fee and will get refunded the balance to the member who reserved for the bubble except the sanitizing cost if they have been at the lodge. This will be applied per person even if a family must leave the lodge involuntarily. This ensures consistent application of the cancellation fee.

4.4 Reservation Bookings

- Members must be in good standing to make a reservation
- Members must be in good standing during their stay at the lodge
- One member must make a block booking for their whole bubble and pay for that entire booking
- To reserve a block at the Lodge, one member will use the form via the Inside Edge Club website. Requests by telephone or email will not be accepted. Please note that the reservation clerk processes reservations once a day. Do give at least 48 hours for the clerk to process your request.
- The member booking the reservation must provide contact information for all people who will be staying at the lodge
- Block A and B can be reserved in the same week by a member and only one sanitizing fee will be charged for the Sun night (14 night maximum per month initially still applies)
- Reservations will not be confirmed until payment is received for the entire block including the sanitizing fee, MasterCard and Visa only are accepted
- Wait lists for block bookings will be kept

4.5 Reservation Re-Booking: Not available, does not apply

4.6 Unreserved Stays

- You may NOT drop-in to the lodge and check availability (the way we could prior to the pandemic).

4.7 Lodge Credits: NO lodge credits can be used during this lodge policy (current credits will not expire)

5. NO Lodge Events

6. NO Group Bookings: only block bookings are described for BC residents only

7. NO Seasons Passes or Discount passes, NO gear passes or boxes available

Appendix A – Rates

The prices vary only by floor and number of nights in a block booking, the price for a midweek night and a weekend night are the same.

- Taxes include: PST (8%), GST (5%) and MRDT (3%) a total of 16 %

Regular Rates and Block Bookings

Upper floor nightly cost to members: $135.00 \text{ per night} \times .16 \text{ taxes} (21.60) = 156.60 \text{ (per night)}$ +
Sanitizing cost once per booking $\$200 \times .05 \text{ GST} (10) = 210.00$

Block A: Mon am - Fri am total = \$836.40

Block B: (weekend) total = \$523.20

Block A and B: Mon am - Sun evening total = \$1149.60

Lower floor nightly cost to members: $\$115 \text{ night} \times .16 \text{ taxes} (18.40) = 133.40 \text{ (per night)}$ +
sanitizing cost once per booking $\$200 \times .05 \text{ GST} (10) = 210.00$

Block A: Mon am - Fri am total = \$743.60

Block B (weekend) total = \$476.80

Block A and B: Mon am - Sun evening total: \$1010.40

Holiday blocks in 3 night bookings:

- **Check in Mon 8 am Dec. 21, 22, 23; check out Dec 24 at 10 am**
- **Check in Thurs 4 pm Dec 24, 25, 26, check out Sun Dec 27 at 4pm**
- **Check in Mon Dec 28 8 am, 29, 30, check out Dec 31 at 10am**
- **Check in Thurs Dec 31 at 4pm, Jan 1,2 check out Jan 3 at 4 pm** - These nights will count as Jan nights

A maximum of any two holiday blocks can be booked starting Nov. 1st. If there is low demand this could be altered starting Dec 1 and the Lodge Manager will review and communicate on the inside Edge website.

Holiday fees: Dec 21 - Jan 02 rates:

- Upper floor: $150.00 \text{ night} \times .16 \text{ taxes and } \$210 \text{ (3 night block} = \$732)$
- Lower floor: $125.00 \text{ night} \times .16 \text{ taxes and } \$210 \text{ (3 night block} = \$645)$

Appendix B: COVID-19 Screening and Guidelines for every person staying at the lodge

You are required to send an email the night before your arrival at the Inside Edge Lodge to reservations@insideedgeclub.bc.ca with the following words:

'I have read, understood and agree to comply with these guidelines'

My name, my phone number and my lodge reservation dates for this booking

I understand that I am prohibited to stay at the lodge if I have any of the following:

- 1). In the past 14 days, I or my children staying with me at the lodge have travelled to international areas OUTSIDE Canada.
- 2). In the past 14 days, I or my children staying with me at the lodge had any contact with a known COVID-19 patient.
- 3). I lived or worked in a setting that is part of a COVID-19 outbreak (determined only by public health).
- 4). I or my children staying with me at the lodge have currently been advised to self-isolate or quarantine at home by public health.
- 5). I or my children staying with me at the lodge have had a fever in the past 14 days.
- 6). I or my children staying with me at the lodge have had any flu-like symptoms/ respiratory symptoms in the last 14 days such as new or worsening cough or difficulty breathing.
- 7). In the past 24-72 hours I or my children staying with me at the lodge have had any of the following symptoms: Diarrhea, nausea, vomiting, headache, runny nose/nasal congestion, sore throat or painful swallowing, loss of sense of smell, loss of appetite, chills, muscle aches, or fatigue.

I and any of my children staying with me at the lodge agree to comply with the provincial health officer's required and general precautions for social distancing and mask usage listed here: *General Precautions: Stay at home if you are sick to avoid spreading illness to others. • Practice diligent hand hygiene at all times. • Wash your hands regularly with plain soap and water for at least 20 seconds or use alcohol based hand sanitizer with at least 60% alcohol content. • Antibacterial soap is NOT required for COVID-19. • Practice cough etiquette. • Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of all used tissues in an appropriate waste bin and wash your hands right away. • Maintain a physical distance of two metres from others at all times • Wear a mask if you not able to keep a 2 metre distance from others: <http://www.bccdc.ca/healthinfo/diseases-conditions/covid-19/prevention-risks/physical-distancing> • Do not touch your eyes, nose or mouth with unwashed hands. • Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.*

I have read the new COVID-19 Lodge Policy and understand the cancellation policies.