



BLACK ROCK  
OCEANFRONT RESORT

## Black Rock Cares

Here are some of the things we are doing to keep our guests, our team, and our community safe.

All guests and staff are to wear masks while in indoor public areas (exception is while dining in Currents Restaurant, Big Beach Bar & Lounge)

### Common Areas

- All cleaning procedures carried out using COVID-19 approved disinfectant
- All heavily used surfaces disinfected regularly throughout the day
- Hand Sanitizer stations readily available
- Lobby Furniture arranged for terms of social distancing guidelines
- Restrooms cleaned and logged throughout the day (Deep cleaned twice daily)
- Social Distancing markers to promote social distancing at Guest Services and restaurant entry
- Elevators – 1 family group at a time

### Guest Services

- Staff to wear proper PPE (ie; masks and gloves)
- Limit of 4 people at check in at a time
- Enhanced cleaning of desk area
- Bell cart sanitization after each guest use
- Luggage assistance – if a guest requests – luggage handles to be sanitized and delivered to guest room door.

## Housekeeping

- All cleaning procedures carried out using COVID-19 approved disinfectant
- Disinfectant fogging of rooms at check out
- Staff to wear proper PPE (ie; masks and gloves)
- We are unable to provide daily housekeeping service however we will deliver fresh linens, amenities, and anything else you require to make your stay more comfortable.

## Current Restaurant and Big Beach Bar and Lounge

- Following Ministry of Health Guidelines, we are keeping our maximum capacity to 50% and we are only able to allow maximum of 6 people per table.
- Two meters of physical distancing between tables throughout restaurant and patio
- Front/Back of House staff to wear proper PPE (ie masks and gloves)
- Due to COVID-19 measures elevated cleaning procedures in outlets and kitchen
- All high touch points are sanitized regularly with COVID-19 approved disinfectant
- Hand sanitizer stations for guest and staff use.

## Drift Spa, Pool and Hot Tubs

- Physical fitness area closed at this time
- Hot Tub/Pool open and can be booked by appointment through Drift Spa
- Enhanced cleaning procedures throughout day
- All Spa patrons and staff members are expected to wear a mask while in Drift Spa. When guests are in treatment, they may pull their mask down when face down but when face up they must pull up their mask.
- All spa patrons and staff members are to sanitize or wash their hands before commencing treatments
- Limited treatment options available.
- We will not be offering robes and sandals and suggest that guests come down wearing their robes and slippers provided in their hotel rooms. Bins will be provided in treatment rooms to store their clothes and personal items.

## Wedding and Small functions

- All events are seated events.
- Based on restaurant guidelines for British Columbia a maximum of 6 people per table are permitted. And tables must be 2 metres (6 feet) apart. Seating charts will be developed with the Event Manager and the wedding couple or group organizer

- No buffets or passed food will be permitted. Any food service will be plated or family style.
- At no time will group guests be permitted to leave the event space to gather in the hallways or lobby. Guests who choose to leave the event space for an extended period may be refused entry upon return.
- No music to be played above a conversational level. No yelling or cheering is allowed.
- No dancing or karaoke is permitted.
- Alcohol is not to be served past 10:00pm. Last call is at 9:30pm.
- All events must end at 11:00pm.
- Contact Tracing – Groups can either have a sign in sheet as they arrive, or a list can be emailed with names and phone numbers of all guests in attendance. If emailing the list – we must receive prior to the event.
- COVID-19 Signage and floor markers is placed in the event space.

### Black Rock Shuttle Van

- Driver to wear PPE (ie:mask and gloves)
- Shuttle service limited to single guest or 1 family unit per trip
- Sanitized before and after use