



Our commitment and responsibility to you amid Covid-19

**To our valued customers** – the health and well-being of our customers and team members is our highest priority.

The health, safety and wellness of our employees, contractors, partners, our guests and our Community are the primary concern as we plan to re-open our business and resume day to day operations. Since 1994 *STS Guiding* has been welcoming guests from around the world. We have always focussed our business on great customer service while providing our employees and contractors with a healthy, safe, sustainable and profitable workplace. With the ongoing health concerns regarding Covid19, our commitment remains the same! Here is how we intend to keep everyone safe from the health concerns Covid19 pose to all of us.

We have naturally modified our operations to reduce the risks associated with the Covid-19 global pandemic.

### **GUEST & VISITOR COMMITMENT**

We are obligated to provide our customers, employees, and contractors with a plan to help prevent the spreading of Covid19 while conducting our day to day business in our communities.

#### ***To Our Guests***

- If you know you are sick or are exhibiting any feelings of illness that make you believe you may have contracted Covid19 please stay home. If you experience symptoms even right up to departure time for your trip please postpone your trip. For 2020 we will allow you to re-schedule your trip on a future date in 2020 or 2021 without penalty.  
You should definitely not stay in our resort or visit any businesses in our community. Go home, seek medical attention in necessary and avoid contact with others as you self - isolate for a minimum of 10 days. Get well soon and plan for a future visit – we will still be here.
- If you stay in any of our accommodations offered or visit any of our business enterprises and you become unwell, you must seek medical advice / evaluation immediately by calling **HealthLink BC** at **8-1-1** or visiting their website at <https://www.healthlinkbc.ca/about-8-1-1>
- Our guides and associates are trained first-aid attendants for minor events; we are not physicians or nurses. Medical Clinics are only a 10min drive away and we are of course fully accessible for all incidents that require 9-1-1 related emergency services.



- We all share in the responsibility for “social distancing” or “physical distancing”; here in British Columbia the recommended distance is two (2) metres (roughly 6 1/2 feet).
- For times and places when a 2-meter distance cannot be kept we recommend wearing a mask and we will be doing the same. Should you not have a mask or face covering one will be provided to you at no charge.
- Children must be supervised at all times; it is critical that they also adhere to social distancing as well.
- Hand sanitizer (gels or foams) will be made available in our office and will also be made available aboard all of our vessels, shuttles and anywhere we conduct our business.
- all door handles, POS machines and other high traffic contact points and surface areas in our office will be cleaned and sanitized regularly. Our boats, fishing tackle, kayaks, walking sticks and all other activity related surfaces will also be washed down with soap regularly and will be subject to a proper cleaning between charters and tours. We are constantly disinfecting hand-contact areas such as door handles, light switches, and other touch points that could possibly be of concern.
- For those who use our lunch service we will be providing individually packed lunches (1 per guest) and no shared meals or snacks will be considered during this time. For the 2020 season BBQ lunches will be suspended.
- Our guides and associates will have a supply of extra masks and gloves on board at all times should extra PPE be requested.

The safety protocols outlined above will act as our road map as we re-open our guided fishing charter business as well as our various eco-tour operations. These protocols will change as health authorities provide updates, we will adapt to the health advice and make appropriate changes as necessary as we continue to operate our business in a safe manor for both our guests and associates.