



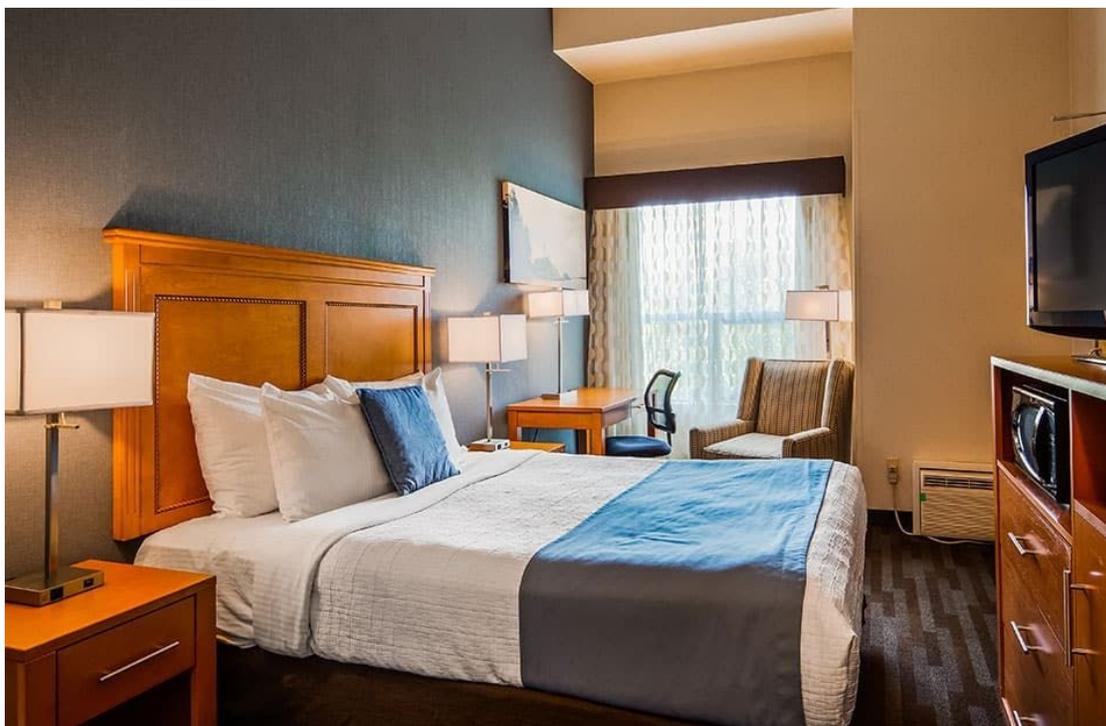
Dear Friends and Guests,

We know travel may not be your first thought at this time, but we want you to know the safety of our guests and associates is our top priority.

Our entire hotel team is fully trained towards ensuring the property is a safe space for both our guests and employees alike. All staff members have been instructed to stay home if they feel sick. Frequent handwashing is practiced in all departments and our further cleanliness procedures are outlined below during your stay.

When You Reserve a Room

You should have confidence when you book with us that we are doing everything we can to ensure safe and secure accommodations are ready for you. We are closely monitoring the World Health Organization (WHO) and local health agencies for the latest developments related to COVID-19 and following the guidance of the government and public health officials.





The essential service workers are courageously working to provide care to patients, ensuring that we have food on our tables, and offering mandatory services that are needed to get through the current pandemic. We recognize your efforts and we have extended special rates to all essential workers. Please call us directly for rates at (604) 267-2000.

Before Your Stay

Given the impact of COVID-19 over the past few weeks, there have been many changes in the way we socialize and travel. We have adapted our cancellation policy. We have updated our policy to provide our customers the most flexibility we can offer during these challenging times. For guests with existing individual reservations, including reservations with pre-paid rates that are typically more restrictive we have amended our cancellation policy. Guests please give us a call with any questions regarding this.

During your Stay

We recognize that these are unsettling times and whether you are traveling now or in the future, we want you to know that your safety and well being are our first priority. We assure you that our cleaning is focused on environmental surfaces exposed to hand contact which could have a higher frequency of contamination. Cleaning agents are used frequently on the following areas around the hotel: Elevator buttons, door handles, headboards, light switches, sink faucets & handles, paper towel, soap dispensers, mounted grab bars, remote controls, telephones, bedside tables, drawers and small appliances. As an extra precaution for our guests & staff we are not providing housekeeping services for any stayover rooms.





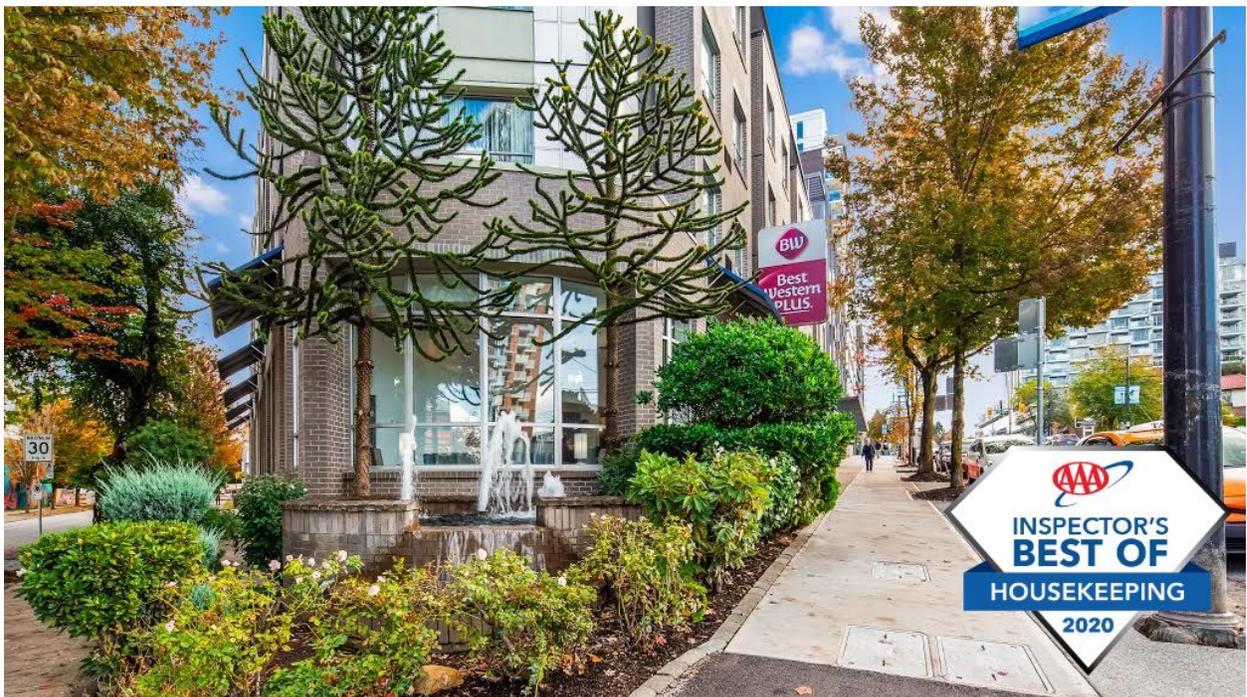
We have also installed a Plexi-glass at the front desk to ensure social distancing is maintained between our team and guests.

For Our Best Western Members

We are focused on how COVID-19 is impacting our Best Western Members during these uncertain times for future travel. We wanted to remind you that your Best Western Points never expire. Which means our members have ample time to redeem their points.

Find out more about our Best Western Instant rewards and incentives. I would like to reassure you that we are taking every action to protect the health and safety of everyone on our property and to assist in an important role in slowing the spread of this disease.

I would like to thank you in advance for putting your trust in the Best Western Plus Uptown Hotel as you plan for future travels.



We look forward to welcoming you on your next trip to Vancouver!

Stay Safe and Take Care