



## COVID-19 Health & Safety Measures

### Keeping you safe

Here at **Mount Logan EcoLodge** we are setting the safety standards high, so our guests can feel safe and relaxed when visiting our Resort. Rest assured that the health and safety of our guests and our staff is our utmost priority.

We are taking all appropriate protective measures recommended by the Yukon Workers Compensation Board and the Yukon Health Authorities and have created new standard operating procedures. This includes strict and thorough cleaning and sanitization of all touch-points and surfaces throughout the entire Resort and continual deep cleaning protocols.

Our plan follows the directions and requirements provided by the Chief Medical Officer of Health – Yukon, the Yukon Workers Compensation Board, Hotel Association of Canada and other authorities.

#### **Few things to know about our Resort**

- Our Martha Black Yurt & Old Gold Rush Cabin are individual accommodations separated from the Lodge and each has its direct outdoor entry without common or confined hallways. Both have their own outhouses.
- All rooms in the Lodge have their own individual entry way except for the Mount Logan suite who share the Lodge main entrance. This is a high traffic area. We do clean the handle many times during the day although it is not always possible. A bottle of hand sanitizer is left near the entrance for your protection.
- Our outdoor area and benches are set up for expanded social distancing.
- We will be limiting available amenities that are high touch for guests. Décor items, magazines, brochures etc. and hair styling equipment will be removed. Lodge access will be limited.
- We request all guests sanitize or wash their hands upon entering the main Lodge. (Please come prepared).

#### **Our Resort Health & Safety Measures and Protocols.**

- All our employees have been provided with appropriate PPE following the guidelines as provided by authorities.
- Our team will be completing the Covid-19 symptom pre-screening and will not enter the Lodge if exhibiting (showing) flu-like symptoms.
- Strict and thorough cleaning and sanitization of all high touch-points and surfaces have been implemented throughout our Resort which includes continual deep cleaning protocols.



### **Shuttle Service and Staying at the Resort**

- All our airport shuttles are safe as we only shuttle only guests of one family/group already traveling together. We ask to bring your own face masks for the transfers/tours and we also provide you with hand sanitizer before boarding our vehicle.
- Our check-in is safe and simple. We will welcome you to the Lodge in a safe manner and will give you a quick introduction of all our procedures for a safe stay and will show you to your accommodation.
- We request all guests sanitize or wash their hands upon entering the main Lodge. Guests can feel free to use a personal mask when staying at the Resort, however it is not mandatory. (Please come prepared).
- Check-out is safe and convenient! Leave your accomodation at the confirmed time and meet us in front of the Lodge if you require our assistance/and or shuttle.
- All non-essential in-room elements have been removed for your safety.
- Please bring your own blankets for outdoor use if needed.
- Please bring your own books and games as our communal amenities are unavailable.
- Please note there will be only limited kitchen items available in the Yurt and Cabin. Additional items are available upon request.

### **Housekeeping Service**

- To minimize contact, housekeeping staff will not be permitted to enter your room, yurt or cabin during your stay. Fresh linens, towels and additional room amenities are available upon request.
- Our regimented cleaning will continue to occur after each check-out, which includes strict deep cleaning and sanitization of all touch-points and surfaces.

### **Food & Beverage (as of August 1, 2020)**

- Breakfast and Dinner is resumed with safety protocols in place.

### **Outdoor Sauna & Hot tub**

- Our Outdoor Jacuzzi and Sauna is available to all guests but as we are operating, space is limited and only guests of one family/group are already traveling together. Staggered reservations will be in effect, including increased clean-up time between bookings to ensure our enhanced sanitation protocols are being met and to minimize guest congestion.



## Amended COVID-19 Terms & Conditions

Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures is committed to monitoring and amending our approach to travel, providing our guests both strong flexibility and security.

This set of terms is replacing any previous release terms & conditions and are applicable from May 4th, 2021 on. They remain in place until such time as the World Health Organization declares the pandemic over, or restrictions impacting travel from/to and in Canada and the Yukon Territory or the origin countries of the guests are lifted. Once these conditions are removed, any decision still to travel and proceed with the booking at **Mount Logan EcoLodge & Yukon Guided Adventures** or made under the auspices of these terms and conditions would be replaced by **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** [standard terms and conditions](#)..

Our revised terms and conditions below apply to all bookings at **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures**, only. The terms and conditions of our partner properties/tour operators and how they are applied remain at the partner's sole discretion.

### ALL EXISTING AND NEW BOOKINGS – MAXIMIZING FLEXIBILITY

In order to give our guests and partners increased comfort, **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** will offer the following revised terms and conditions for all existing bookings and all new bookings for the 2021/2022 season:

- Any booking made **61+** days prior to arrival will now be held without deposit payments. We reserve the right to revert to our standard provisional hold policy at our discretion.
- Any booking made **60 to 31** days prior to arrival requires a **25%** deposit.
- If **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** receives a confirmed request for the dates/rooms being held we will require you to either confirm your booking with the **25%** deposit payment of the reservation within **3** working days or to release those rooms to the waitlisted booking.
- The full booking amount will be charged **30** days prior to arrival for all confirmed bookings.
- On cancellation of a confirmed reservation **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** will apply the following cancellation policy:

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**Between  
Confirmation  
and 31 days  
prior to arrival**

**100%** Refund of monies paid, except a **\$100** cancellation fee or credit to the value of monies paid for future travel for any package deal within **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** portfolio

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Between 30  
days to arrival

Credit to the value of monies paid for future travel for any package deal within **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** portfolio

**Cancellation**  
during stay at  
the Resort

**50%** credit for any unused nights for future travel for any package deal within **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** portfolio

### THE ABOVE TERMS:

- Exclude all Groups (6 or more guests) and series bookings unless otherwise negotiated and agreed. Our standard cancellation policy for group reservations apply.
- Relate only to **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** owned and operated accommodation/tours services. **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** will endeavour to work with our partner properties to secure the most flexible terms possible. However, all amendments, reductions, refunds and cancellation policies of partner properties will be determined at the sole and unfettered discretion of the partner properties utilized in any itinerary.

**These revised cancellation terms only apply to COVID-19 related reasons for cancellation, these include:**

- The government in the guest's country of residence restricts all but essential travel.
- Travel restrictions are imposed on the destination by the guest country of residence.
- The destinations the guest is travelling to are under official government sanctioned lock-down that prohibits guests from traveling.
- The destinations (Canada, Yukon Territory) have no formal lock-down but have closed their border either to international travellers or to travellers from the guest's country of residence.
- International flights are cancelled with no alternative routing available for guests to use to reach the destination.
- The guest has contracted COVID-19 and is under treatment or is in quarantine or under medical treatment up to the 30 days prior to travel. **Mount Logan EcoLodge & Yukon Guided Adventures** reserves the right to ask for any reasonable evidence, written statements and or documents to support the reasons for cancellation that are given.
- Any reason for cancellation not listed above, **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** [standard cancellation terms and conditions](#) apply.



## THINKING ABOUT CANCELLING YOUR EXISTING CONFIRMED BOOKING?

Thinking to cancel a booking based on the current level of uncertainty is understandable but our advice to guests is not to do so. In order to accommodate this recognized Global Force Majeure event and the resulting varying worldwide travel restrictions, we have amended our terms to allow guests to postpone travel up to a year after the original travel date and carry forward **100%** of the **booking's value\*** to the future booking. Should a guest elect to cancel the booking then our cancellation policy applies. We are communicating with all affected guests and trade partners to advise them on government restrictions on travel. Given the fluidity of global events, we recommend guests to wait until at least **2 months** prior to travel to make a decision to postpone or continue travel.

### **\*Booking Value**

- The booking value carried forward will be calculated as the full funds received on the booking, less any government mandated, regulatory imposed, or non-**Mount Logan Expeditions Inc. o/a Mount Logan Lodge & Yukon Guided Adventures** owned or operated services, which have not matched our terms.
- At the time of deferment, we will clearly communicate what costs are not recoverable and deducted from the credit that can be used on the future booking.
- We continue to engage with our partners to align with the Covid-19 **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** revised Terms and Conditions.
- Confirmed 2020/21 rates will be honoured for new travel dates in 2021/22.
- Should the future travel be for a booking of a different package, or availability of services means that the costs of the logistics, activities, or accommodation has increased, the traveller will be liable for the difference in costs associated with the new trip.
- Applied Special Offers may not be applicable on the new reservation.

## TRAVEL INSURANCE

As flexible as **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** is being in relation to future travel, we highly recommend that guests take out comprehensive travel insurance; including "cancel for any reason" (where still available) to ensure any funds lost can be recovered.

## GENERAL

- Excluded, unless otherwise specified, are 3rd party partner properties and their services.
- Terms are valid for FIT travel and exclude all pre-negotiated Group or Series travel.
- Any variations from the above terms and conditions are at **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** discretion and **Mount Logan Expeditions Inc. o/a Mount Logan EcoLodge & Yukon Guided Adventures** reserves the right to amend or withdraw the terms and conditions without prior notice.