

TRAVELLING TO PENTICTON DURING A PANDEMIC – TOOLKIT

Visitors and locals alike are nervous about travelling. Businesses are preparing to welcome patrons back with a mix of excitement and anxiety aiming to ensure everyone is safe while trying to offer a remarkable experience.

Visitors want to do the right thing when they travel, know where their safe havens are, places that bring them peace, refresh their souls, and reconnect them with family and friends.

Penticton and South Okanagan provides many opportunities of incredible view-scapes and family adventure recreation from mountain trails to beaches, wineries to farmers' markets to name just a few. All offering things to do for a wide variety of interests during this uncertain time.

While we prepare to invite visitors back slowly and steadily, we can set the tone and expectation of coming to Penticton and the South Okanagan.

Each section in this toolkit are suggestions on messaging to our audience. It has been broken down into three sections:

1. Social media messaging;
2. Communications from the accommodators to guests;
3. More extensive details for our website.

SOCIAL MEDIA CHANNELS

While we want to maintain inspirational and enticing messaging for visitors wanting to come to Penticton and the South Okanagan, this is our opportunity to set the tone and expectation that locals have on visitors when they arrive. Our social media messaging will have a direct and welcoming messaging with links to our COVID page for more information.

Suggested Social Media messaging – [VisitPenticton.com](https://www.visitpenticton.com)

Know before you go!

- ***We are ready to welcome you back, but let's do it together. How to travel to Penticton during COVID.***
 - ***Together we can all do our part to have a fun, relaxing and memorable summer. Know before you go!***
 - Road trips are what summer memories are made of... Plan and book ahead to experience everything you want to do on the west coast. Know before you go!
 - Nature awaits you, book ahead! Know before you go!
 - We know you want to help keep our region safe and we want you to know that Penticton and South Okanagan is doing everything possible to keep you safe as well. Know before you go!
 - We want the summer to be enjoyable for everyone, respecting the Health Guidelines by the Province as well as physical distancing while in our shops, on our trails and beaches. Know before you go!
 - Book in advance – travel has changed, and so have booking policies for accommodation and activities.
 - Help our first responders stay safe; be aware of trail hazards, water levels, weather conditions, your and others experience levels.
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MESSAGING FOR ACCOMMODATORS

This messaging is designed for accommodators to share with their guests at the time of booking. This is meant to go out with reservation confirmations. The goal is to set the tone and expectation of the region when guests arrive in Penticton and South Okanagan.

Together we can all do our part to have fun and stay safe!

Over the coming weeks and months, as travel restrictions begin to ease during this active pandemic. Penticton & South Okanagan is preparing to find the balance of welcoming visitors back to the area while keeping our communities safe.

We want the Summer to be enjoyable for everyone, respecting the Health Guidelines by the Province as well as physical distancing while in our shops, wineries, craft breweries, attractions, parks, and our trails and beaches.

We know you want to help keep the Penticton & South Okanagan safe and we want you to know our communities are doing everything possible to keep you safe as well.

Let's work together to protect each other!

Here's [what we're doing to reduce the risk when you come to Penticton & South Okanagan:](#)

- All accommodators, restaurants, shops, and stores are implementing provincially approved guidelines for cleaning and physical distancing to keep staff and patrons safe.
- All activity providers have created additional safety measures as well as implemented provincially approved guidelines for cleaning and physical distancing to keep staff and visitors safe.
- Due to limited space and modified group sizes, please call ahead to activity providers to see if there are additional items you are required to bring in advance of your trip.
- Be aware of booking and cancelation policies.

Here's [what we're asking you to do to help keep our locals and staff safe:](#)

- *If you or anyone in your travelling group has been sick in the previous week or **have flu like symptoms, PLEASE RESCHEDULE your trip.***
 - Only **ONE person from your group** at your front desk at a time.
 - **Book your activities in advance** for wine tours, channel floats, activity tours and rentals.
 - Bring your own personal protective equipment if you can (ie hand sanitizer and mask).
 - **Make a reservation** at one of our restaurants, or order takeout and have it delivered.
 - Respect and adhere to the seating arrangements in restaurants, craft breweries and wineries.
 - **PLEASE help keep our first responders safe! If you are trying an activity for the first time, try taking a lesson and for water activities, use approved personal floatation devices for your entire group.**
 - Public spaces: Beaches, parks, trails – follow the signage and **respect the 2m physical distancing guidelines.**
 - **Keep your dog on** leash on all trails. Please use designated dog friendly beaches.
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Together we can all do our part to have fun and stay safe!

Over the coming weeks and months, as restrictions of travel begin to ease during this active pandemic, Penticton & South Okanagan is preparing to find the balance of welcoming visitors back to the area while keeping our communities safe.

We want the summer to be enjoyable for everyone, respecting the Health Guidelines by the Province as well as physical distancing while in our shops, on our trails and beaches.

And when you arrive, our staff at the **Penticton Visitor Centre** will be available to help with any of your questions.

We know you want to help keep Penticton & South Okanagan safe and we want you to know that we are doing everything possible to keep you safe as well.

Let's work together to protect each other!

Here's what we're doing to protect you when you come to Penticton & South Okanagan:

- All accommodators, restaurants, shops, and stores are implementing provincially approved guidelines for cleaning and physical distancing to keep staff and patrons safe.
- All activity providers have created additional safety measures as well as implemented provincially approved guidelines for cleaning and physical distancing to keep staff and visitors safe.
- Due to limited space and modified group sizes, please call ahead to activity providers to see if there are additional items you are required to bring in advance of your trip.

Here's what we're asking you to do to help keep our locals and staff safe:

1. *If you or anyone in your travelling group has been sick in the previous week or have flu like symptoms, PLEASE RESCHEDULE your trip.*

- British Columbia residents have been doing a great job of respecting the Ministry of Health Guidelines to help flatten the COVID curve, and it is working. But we all must be vigilant to keep the curve flat and come out if this pandemic sooner.
- **NOW IS NOT the time to travel if you have or recently had ANY FLU like symptoms.**

2. *Only TWO persons from your group allowed in the Visitor Center at one time:*

- The health and safety of our visitors and staff are paramount. We ask that no more than two persons at one time are at the Visitor Services desk.
- A hand sanitizer station is set up just prior to the service desk. Please use and discard towels in the waste container provided.

3. Book your activities in advance.

- As all companies have adapted to maintain social/physical distancing, smaller groups will be required. Booking in advance will prevent a missed opportunity to head out on a wine tour or float the channel. Plan ahead with activity providers to avoid disappointment and make sure to **READ BOOKING AND CANCELLATION POLICIES.**

4. Bring your own personal protective equipment (ie hand sanitizer and mask).

- As noted by both federal and BC provincial health officers, both have begun encouraging everyone to start wearing masks when physical distancing may become a challenge.
- Most stores and activity providers will have sanitizer at the entrance of their respective businesses, but just in case, have a small travel pack on you.

5. Restaurants make a reservation, or order takeout/delivery

- Restaurants will have limited seating. By making a reservation or ordering takeout/ delivery you won't miss out on amazing meals and this will provide you the flexibility of dining in town. They will each have their own rules to follow. VisitPenticton.com

6. Public spaces: Parks and Beaches

- The City of Penticton has maintained their rigorous cleaning measures throughout all public spaces. Please respect others when using the beaches, walkways, restrooms and other public spaces. Allow for 2-meter social distancing, clean up after your visit and enjoy your time in Penticton.

7. Kettle Valley Rail Trail

- Some portions of the trail may not allow for significant social distancing. If someone is trying to pass you, please step/move aside or turn your back to them and allow them to pass.
- PLEASE be aware this is a multi-use trail.
- We also need to prevent unnecessary exposure to our first responders so please don't take unnecessary risks.
- PLEASE keep your dog on a leash. <https://bikepenticton.com/kvr/>

ADDITIONAL RESOURCES

To discover how our businesses and community are working to ensure you have a Stress-Free holiday.

City of Penticton

For the current COVID-19 plan for the District of Ucluelet, please go to www.Penticton.ca

The following guidelines are from WorkSafeBC and other government agencies:

Accommodation

Hotels and resorts are included in Phase 3 of BC's Restart Plan and interim guidance is available for the accommodation sector. Operators of hotels, motels, hostels, inns, bed and breakfasts, and other forms of travel accommodation are encouraged to refer to the [interim guidance document](#) from the Province of BC and BC Centre for Disease Control and the [BC Hotel Association Tourism & Hospitality COVID-19 Health & Safety Best Practice click for document](#)

West Jet Airlines

West Jet Airline has resumed limited flights and have implemented increased safety measures for their passengers while traveling on their aircraft. Go to <https://www.westjet.com/en-ca/travel-info/coronavirus> for more information and to book your flight to Penticton & South Okanagan. Be aware of airport changes and plan accordingly, expect potentially longer than normal wait times.

Camping

There are a number of Provincial Parks for day-use and overnight camping. Go to BC Parks for best practices while camping <http://bcparks.ca/covid-19/docs/Camping-During-COVID-19.pdf?v=1590714711986>
<https://www.visitpenticton.com/listing-category/camping-rv-parks/>

Restaurants, cafés, and pubs: Protocols for returning to operation

These protocols are for employers in restaurants, cafés, and bars, as well as any other employer who sells food and drink on their premises. These employers may also benefit from reviewing other protocols if their workplace includes other work environments such as [office space](#), or [retail services](#). Employers must also ensure they are abiding by any [orders, notices, or guidance issued by the provincial health officer](#), and the appropriate health authority, which are relevant to their workplace. [Click here](#) for more information

Retail: Protocols for returning to operation

These protocols are for employers providing retail services in a variety of environments, including shops, malls, and department stores, as well as employers who have a retail component to their business, such as gas stations. Retail employers may also benefit from reviewing other protocols if their workplace includes other work environments such as [office space](#) or [food and drink services](#). Employers must also ensure they are abiding by any [orders, notices, or guidance issued by the provincial health officer](#), and the appropriate health authority, which are relevant to their workplace.

Some retail operators have continued to operate through the COVID-19 pandemic. These protocols may be used by these retailers as resources to further strengthen the protocols they already have in place. For retailers that are re-opening following a COVID-19 related closure, these protocols are provided to support the development of their [COVID-19 Safety Plan](#). Retailers who have been in continuous operation as well as those returning to operation may also refer to WorkSafeBC's [Retail and COVID-19 safety](#) page for additional information and resources. [Click here](#) for more information

Arts and cultural facilities: Protocols for returning to operation

These protocols provide guidance to museums, art galleries, and libraries. These employers may also benefit from reviewing other protocols if their workplace includes other work environments such as [office space](#), [retail services](#), or [food and drink services](#). Employers must also ensure they are abiding by any [orders, notices, or guidance issued by the provincial health officer](#), and the appropriate health authority, which are relevant to their workplace.

BC Provincial Parks: Protocols for returning to operation

These protocols are for those responsible for health and safety of those visiting and working in B.C. Parks. Those employers with concession stands should also refer to guidance provided for [food and drink services](#), and may also benefit from reviewing other protocols if includes other work environments such as [office space](#), or [retail services](#). Employers must also ensure they are abiding by any [orders, notices, or guidance issued by the provincial health officer](#), and the appropriate health authority, which are relevant to their workplace. [Click here](#) for more information

Helpful public health links

[BC Centre for Disease Control – COVID-19](#)

[BC Provincial Support and Information – COVID-19](#)

[Public Health Agency of Canada - COVID-19 Outbreak updates](#)

ACCOMMODATION: SAMPLE CUSTOMER SERVICE RESPONSE & INFORMATION

Use whole or in part for your guest communications/reservations replies/website.

To Our Valued Guest:

Trust that your safety and wellbeing are our highest priorities.

We're ready to welcome you back to _____, beginning with additional steps we're taking to ensure the wellbeing of our guests and team.

A few notes on the sanitization and safety measures we're standardizing across every property:

Cleaning & Sanitization

Our teams are implementing new precautionary and sanitization standards across all properties — developed with the guidance and information provided by both local health authorities and government requirements.

We've increased the frequency of property-wide cleaning and disinfecting — with extra focus paid to high-touch surfaces and public spaces like the front desk, elevators, door handles, public bathrooms, and room keys. These stringent measures extend to all guest rooms as well as all employee-only and back of house spaces.

Our restaurant teams are also implementing new precautionary measures in every aspect of food preparation, set-up, and service. This includes frequent disinfection of all kitchen surfaces as well as all colleagues wearing masks and gloves when preparing, plating, and serving dishes.

Hand Hygiene, Masks, & Gloves

The simplest daily habits can be some of the most important steps in preventing the spread of viruses: Proper and frequent hand washing is vital. We keep hand sanitizer readily available throughout our hotels — at the front desks, in restaurants, event spaces, public restrooms, and back of house.

Masks are required for all persons within the hotel, both guests and colleagues. Our entire team is trained on the importance of wearing masks and gloves, and will be taking precautions to provide a safe environment for our guests.

Social Distancing

Guests will be advised to practice physical distancing by standing at least 2 meters away from other groups. All layouts in our restaurants and public spaces will be arranged to ensure appropriate distancing and elevator occupancy will be reduced. Our employees will practice physical distancing by standing at least 2 meters away from guests and other employees whenever possible. Self-Park is now available to remove valet attendant contact.

Guest Rooms

To minimize the exchange of room keys we've initiated keyless entry. Feel free to download the app in advance of your arrival available on [iOS](#) or [Android](#). A limited number of room reservations will be accepted each night. Rooms will remain unoccupied for 24 hours between guests to allow for thorough sanitization and cleaning; side-by-side rooms will not be occupied to allow for more distance between guests. Daily housekeeping service will be available upon request only.

Payment Options

No-touch payment options are available.

Room Service and Guest Requests – No Contact Delivery

All room service orders and guest requests will be delivered to the door. To minimize contact, our colleagues will knock to notify guests of order delivery. Menus are available on our website.

Amenities and Services

The city, provincial, and national safety measures we're following mean that some of our services and amenities may differ from what's listed online or be currently operating in a limited capacity. Please call or email us with any questions or to receive the most up-to-date details.

We will continue to keep our websites up to date with any changes — we sincerely thank you for choosing to stay at _____ and we look forward to welcoming you soon.

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TRAVEL
Penticton June 16/2020

Travelling to Penticton & South Okanagan during COVID-19

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- *If you or anyone in your travelling group has been sick in the previous week or **have flu like symptoms, PLEASE RESCHEDULE your trip.***
- Only **TWO persons from your group in the Penticton Visitor Centre.**
- Only **ONE (or as defined on site) person from your group at accommodation front desks.**
- ***Book your activities in advance, be aware of Booking & Cancellation Policies.***
- Bring your own personal protective equipment if you can (ie hand sanitizer and mask).
- **Make a reservation** at one of our restaurants, or order takeout and have it delivered.
- ***PLEASE help keep our first responders by playing responsibly and safe. If trying something new or you are unsure, try taking a lesson. Know your limits.***
- Public spaces: Please respect others when using the beaches, walkways, restrooms and other public spaces. Allow for **2 - meter social distancing**, clean up after your visit and **respect the 2m physical distancing recommendations.**
- **Keep your dog on leash** on the trails, parks beaches, trails.

For full details about what to expect and how to book in advance, please go to [VisitPenticton.com](https://www.visitpenticton.com)