



Covid-19 Policies and Guidelines

Howdy! We are looking forward to having you at the Ranch this 2021 Season. Keeping in mind the ever-changing COVID-19 situation, rest assured that the Wells Gray Guest Ranch is keeping track of the most recent changes and policies to be able to operate the Ranch in a safe and efficient manner. Things at the Ranch may be a little bit different while we implement new procedures, guidelines and restrictions, but we wouldn't be inviting our guests to join us unless we could ensure that your experience will still be phenomenal. We will still ride horses, hike to the waterfalls, go river rafting, or just have a drink in our Saloon or beer garden.

While a welcoming home-away-from-home stay is always our goal, we take our responsibility with COVID-19 very seriously. At this time travel safety and travel flexibility are our top priority.

Travel Flexibility

If you are looking to book accommodation directly with Wells Gray Guest Ranch, you can book with confidence knowing that your stay is fully cancellable up to 24-hours in advance of your stay date, should travel restrictions related to COVID-19 force cancellation.

Should you have booked a room through an online travel agent (OTA), such as Booking.com or Airbnb, please contact that company directly in order to complete a cancellation or change, according to their terms, conditions and policies.

Travel Safety

At the Wells Gray Guest Ranch, we have developed COVID-19 best practices and processes to ensure your safety and comfort. We ask all guests to respect physical distancing, exercise personal hygiene best practices, and in accordance with direction from the World Health Organization, encourage guests to wear face masks when in public areas where social distancing cannot be guaranteed.

Cleaning Protocols

We take great pride in maintaining a clean and welcoming environment for our guests. While our regular cleaning protocols are rigorous, we have put additional protocols in place during this period where the containment of COVID-19 is paramount. We have increased the frequency of cleaning key public spaces, wiping down frequently touched items such as door handles, push plates and light switches with an approved disinfectant. Guest rooms are now left idle for 24 hours after guest checkout, before a thorough cleaning takes place. Surfaces in the Saloon and washroom, including tables, chairs, countertops, faucets, toilet seat and flush levers etc. are disinfected on an increased basis.

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Hotel Amenities

We have limited the availability of some amenities including common areas and food and beverage operations. These adjustments to available amenities will remain until new direction is received from local health authorities.

Saloon/Restaurant/Beer Garden

Reservation is required for breakfast and dinner at least 3 hours prior. Seating will be arranged such that individual groups will be seated separately with sufficient space to maintain a distance of more than 2 m between people to ensure that social distancing can be maintained between groups. Weather permitting, seating in the beer garden can be utilized. All safety precautions will be used by us during all food preparation.

Horseback Riding

Since the experience of riding a horse out in the fresh air and on the open trails is one of the safest we can imagine, we do not ask to wear a mask while on the horse. However, guests are recommended to wear gloves for horseback riding and sanitizing hands prior to the ride is mandatory.

After each ride, all tack will be disinfected (helmets, saddles, etc.). Rides will be of a maximum of 5 guests per wrangler.

Unwell Guests

Should a guest at the Wells Gray Guest Ranch be identified as unwell, the guest should determine if they are exhibiting symptoms of COVID-19 including:

- Headache
- High fever
- Fatigue/drowsiness
- Sore throat, cough, chest congestion, difficulty breathing
- Muscle aches and pain
- Whether they have been in contact with someone diagnosed with COVID-19

If two or more of the identified symptoms and/or situations are true for the individual, the individual will be asked to self-isolate, and a doctor will be contacted on their behalf so that the individual can be evaluated. Staff who have had contact will be asked to don masks, leave work, and affected areas will be sanitized.

Personal Hygiene Best Practices

All staff and guests will use best practices associated with minimizing exposure and spread of germs and associated illnesses. Diligence in regular hand washing, the use of anti-bacterial formulas, coughing or sneezing into their sleeve (never hands) and minimizing face touching.

We understand the necessity of prioritizing guest and staff safety at this time and our goal is to respect the processes and protocols while ensuring a warm and welcoming experience.