



## FAIRMONT BANFF SPRINGS | FAQ

In accordance with regulations implemented by the Government of Alberta, the hotel will remain open however will be operating with additional mandatory public health measures in place. Effective the morning of December 13, these measures include:

- No indoor or outdoor social gatherings in any setting (effective December 8)
- No in-person dining. Hotel restaurants including the Fairmont Gold Lounge will be closed with the exception of In-Room Dining, and STOCK Food & Drink for take-away only.
- Closure of hotel pools, health club and fitness centre.
- Select retail stores remain open with customer capacity reduced to 15%.
- 10-person limit on wedding ceremonies and funeral services; receptions are not permitted.

At this time, Fairmont Banff Springs is accessible to registered hotel guests only. For your safety and the safety of our employees, we require all guests to wear a face mask while inside the hotel. Caring for you is our top priority. To learn more about the extensive measures we are taking to safeguard, protect and care for our valued guests and employees, visit [ALLSafeAndWell.com](https://www.fairmont.com/ALLSafeAndWell.com)

### RESTAURANTS

#### STOCK Food & Drink:

Sunday - Thursday, 7:00 am - 3:00 pm  
Friday - Saturday, 7:00 am - 6:00 pm

#### In-Room Dining:

Friday & Saturday, 7:00 am - 1:00 am  
Sunday - Thursday, 7:00 am - 10:00 pm

**Temporary closures (as of December 13, 2020):** The Vermillion Room, Rundle Bar, Afternoon Tea, 1888 Chop House, Castello Italiana, Waldhaus Restaurant, Waldhaus Pub & Biergarten, Ramsay Bar, Grapes and The Canadian Bowling & Entertainment Centre. **Seasonal Closures:** Stanley's Smokehouse and The Lookout Patio.

**HOTEL POOLS & FITNESS CENTRE** - Temporarily Closed as of December 13, 2020.

**THE WILLOW STREAM SPA** - Open for select treatments.

Monday to Thursday: 10:00 am to 6:00 pm  
Friday and Saturday: 8:00 am to 8:00 pm  
Sunday: 8:00 am to 6:00 pm

**FAIRMONT GOLD - Fairmont Gold Reception & Lounge Temporarily Closed** as of December 13, 2020.

Guests with an existing Fairmont Gold bookings will receive the following added inclusions:

- \$75 Food & Non-Alcoholic Beverage credit per room, per night.
- Complimentary Self-Parking.
- Complimentary Christmas tree & a welcome amenity in your room upon arrival.
- Complimentary In-Room dining delivery fees on all food & beverage orders.