Welcome to the Fairmont Chateau Lake Louise

Our number one priority during this time is the safety and wellbeing of our guests and colleagues. We have been closely monitoring the Federal and Provincial Government’s regulations regarding Social Distancing and group gatherings. Due to these regulations, we have adjusted the hotels operations to ensure we are complying with these rules as well as providing safe and fun activities for our valued guests. Due to the rapidly shifting environment, activities may be subject to change. We thank you for your understanding as we navigate through these unprecedented times together.

Tracy Lowe
General Manager

For additional information on our commitment to helping our community stay safe and stay well, please visit ALLSafeandWell.com.

DINING

In correspondence with federal and provincial regulations, we have modified our dining options to ensure we are adhering to the appropriate guidelines to keep our guests safe. Please note our offerings, and availability will be subject to change.

IN-ROOM DINING
Breakfast 7:00 AM - 11:00 AM | Lunch & Dinner 12:00 PM - 11:00 PM
Enjoy your meal in the comfort of your own room or take your food outside to snack while you take in the breathtaking views of Lake Louise and the surrounding mountains.

View In-Room Dining Menu

THE GUIDE’S PANTRY
Open 6:00 AM - 9:00 PM | Daily
Inspired by our Rocky Mountain Guide Heritage, The Guides Pantry offers an elevated experience to grab and go on your Lake Louise expeditions. Offering an assortment of freshly made sandwiches, decadent pastries, seasonal salads and gourmet snacks, your take out selections have been sustainably crafted to take on your next adventure! Indulge in our premium assortment of freshly brewed specialty coffees, signature tea selection and refreshing cold beverages. Treat yourself to our pantry provisions, as you explore our world class backyard.

View Guide’s Pantry Menu
RESORT ACTIVITIES

THE ARTIST
Take a piece of Lake Louise home with you! Put paint brush to canvas and create your very own artistic masterpiece. Unleash your creative spirit atop a mountain, by the lakeshore, in your guest room, or wherever else you feel inspired.
PRICE: $10 per person for a blank canvas and paint. Available for purchase at the Concierge in the main lobby.

SELF-GUIDED SCAVENGER HUNT
Excited to explore all the nooks and crannies of the hotel and learn more about the history of Lake Louise? Pick up a self-guided scavenger hunt from Concierge and follow the hidden clues around the hotel to solve a puzzle! Available for children and adults of all ages, parental supervision is required.

PRESS READER
Guests can enjoy complimentary access to thousands of premium publications from around the world, including magazines and newspapers. Entertain yourself from the comfort of your guest room or hotel lounge. The Press Reader app can be downloaded from the app store. Enjoy unlimited access while connected to Wifi at The Chateau.

SONICAST
You are able to cast your favourite entertainment from your mobile device or tablet onto your television.
1. Press “Menu” on the TV remote
2. Select “Sonicast” and follow the on-screen instructions (connect your device to the hotel WiFi, then to the TV using the stayconnect app.
3. Open a cast-enabled app, choose what you want to watch, tap the Cast button and select your hotel room.

COMPLIMENTARY WELLNESS ACTIVITIES
We are closely following federal and provincial guidelines while conducting any of our Wellness classes. We are taking all necessary precautions to ensure these classes are run safely and effectively.

VIRTUAL FITNESS & WELLNESS CLASSES
Run by our certified yoga & fitness instructors, join a wellness class from the comfort of your room. You can sign up for these classes through our online booking platform. Book here.

PRIVATE VIRTUAL FITNESS & WELLNESS CLASSES
Book a private one-on-one session with our certified yoga & fitness instructors from the comfort of your room. Classes can be tailored to your specific skill level and interests.

Yoga mats and in-room wellness packages are available complimentary for in-house guests. These amenities can be picked-up from Alpine Social Rentals.
POWDERFEST SNOWSHOEING
Winter is king amid the peaks of Banff National Park. With an average annual snowfall of over 3m, this area is superb for trying this ancient and efficient mode of travel. If you can walk, you can snowshoe! After gearing up and being briefed on the basics, we will venture into the forest and look for signs of creatures that have adapted to the harsh winter conditions. Learn how to read the tracks of different animals. Snowshoes and poles included.

DISTANCE: Trail varies  
ELEVATION: Trail varies  
DURATION: 3 hours  
PRICE: Adults $65 | Children (ages 8–12) $30  
CANCELLATION POLICY: 12 hours

NIGHT OWL SNOWSHOE
Secret spots and unique discoveries await us after dark. Journey into the woods on snowshoes and enter a world of stillness and mystery. If the skies are clear, we will take the time to show you some of the great constellations that wheel overhead: Cassiopeia, the Great Bear and Orion the Hunter. Snowshoes, poles and head lamps are included.

DISTANCE: Trail varies  
ELEVATION: Trail varies  
DURATION: 2 hours  
PRICE: Adults $49 | Children (ages 8–12) $25  
CANCELLATION POLICY: 12 hours

HIKING THE ICEFALLS OF JOHNSTON CANYON
Marvel at stilled waterfalls and dazzling pillars of blue as you explore the surprising magic of this winter wonderland. Our day begins with a 30 minute drive to the trail head located on the scenic Bow Valley Parkway. Transportation and ice cleats included. Parks Canada Covid-19 protocol advises Johnston Canyon visitors to wear masks anytime you come within 2 meters of someone not from your house hold. Due to potential overcrowding Parks Canada reserves the right to close access without warning.

DISTANCE: 5.4 km / 3.4mi  
ELEVATION: 135m / 440ft  
DURATION: 5 hours  
PRICE: Adults $80 | Children (ages 8–12) $40  
CANCELLATION POLICY: 2 hours

GUIDED CROSS-COUNTRY SKI LESSONS
Imagine yourself skiing along a quiet trail surrounded by mountains blanketed in snow and ice. Before you hit the trails take a lesson to fine tune your skiing abilities. These lessons can be tailored to those who have never been on cross-country skis or to advanced skiers seeking to improve their technique. Ski rentals (including boots and poles) are included.

DURATION: 1.5 hours  
PRICE: Adults $75 | Children (ages 8–12) $40 (Equipment included) | Adults $49 | Children (ages 8–12) $25  
CANCELLATION POLICY: 12 hours
**SKIING & SNOWBOARDING**

Lake Louise is one of the largest ski areas in North America. With more than 4200 skiable acres and 139 named runs to choose from, this alpine terrain offers variety for all abilities. Discover why Lake Louise Ski Resort was voted Best Ski Resort in Canada by the World Ski Awards in 2019. Visit [skilouise.com](http://skilouise.com) for more information.

**COMPLIMENTARY SHUTTLE SERVICE**

A shuttle service operates daily between Fairmont Chateau Lake Louise and the resort. Please contact Royal Service at [royalservice@fairmont.com](mailto:royalservice@fairmont.com) or +403 522 3511 for shuttle times.

**SAVE ON TRI-AREA LIFT TICKETS**

Chase powder in Banff National Park’s world-class ski resorts. Choose between Lake Louise Ski Resort, Sunshine Village, or Mount Norquay with a SkiBig3 lift ticket. With over 8,000 acres to explore, find untouched powder in the Canadian Rocky Mountains. Save money by booking online before arrival. [Book here.](http://skilouise.com)

---

**ALPINE SOCIAL RENTALS**

No winter gear? No problem! Rent high performance equipment at [Alpine Social Rentals](http://alpinesocialrentals.com) to truly explore our alpine paradise. Our rental shop offers an array of equipment for all ages and abilities.

**AVAILABLE EQUIPMENT**

- Alpine Skis and Snowboards
- Cross Country Ski Equipment
- Ice Skates
- Snowshoes
- Toboggans

Please note, we are only providing equipment rentals to in-house guests at the moment. Please visit [chateaulakelouiserentals.com](http://chateaulakelouiserentals.com) to learn more.

---

**THE SPA**

Due to the recent restrictions from the Government of Alberta; Our spa services are no longer permitted as of Sunday, December 13th until further notice. We are very sorry for the inconvenience but hope to welcome you back when the time allows.

**HEALTH CLUB**

Due to the recent restrictions from the Government of Alberta; Our Health Club and Aquatic Indoor Pool is temporarily closed as of Sunday, December 13th until further notice. This includes our sauna, steam room, gym and change rooms. We apologize for any inconvenience this may cause.
NEW YEAR’S EVE LUMINARIA
Ring in the new year with this magical outdoor lantern event. A first in Lake Louise! Upon check-in you will be given your own lantern to write down your best wishes for 2021. Once you have made your wish you can drop off your lantern in the festive box at the Front Desk or Fairmont Gold Desk any time before 6:00PM. From 10:00 PM - 12:30 AM, join us from your rooms and experience the magic of hundreds of lanterns under the stars.

PEACEFUL NEW YEAR’S EVE
If you are looking for a quieter way to celebrate, we invite you to wander out to our magical Ice Castle on Lake Louise. Surrounded by the glowing mountains, reflect on 2020 and make your personal wish for 2021. The skating rink will remain lit until 12:30 AM for guests that would like to peacefully glide their way into the New Year.

VIEW FULL LIST OF NEW YEAR’S EVE ACTIVITIES HERE

AROUND THE HOTEL
BREWSTER SLEIGH RIDES
Allow the Brewster Family to show the sights of Lake Louise western style! Take a horse-drawn sleigh ride along the lakeside trail to the end of Lake Louise to admire views of the Fairmont Chateau Lake Louise and natural beauty of the scenery along the way. They offer traditionally-styled sleighs featuring cozy upholstered seats with blankets to keep you warm and comfortable. Please be aware that the 7:00 PM ride is in the dark.

TIMES: Monday through Friday 1:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM and 7:00 PM
Saturdays and Holidays 10:00 AM, 11:00 AM, 1:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM and 7:00 PM
Sundays 10:00 AM, 11:00 AM, 1:00 PM, 2:00 PM, 3:00 PM and 4:00 PM

DURATION: 45-60 minutes
PRICE: Adults $45 | Children (up to 8 years old) $35 | Free for Children 2 and under | Private Cutter (2 people max.) $450 | Private sleigh (seats up to 15) $650/hour

CANCELLATION POLICY: 24 hours

Visit Brewster Adventures to learn more.
BANFF PHOTOGRAPHY LESSONS & WORKSHOPS
Join one of our professional photographers for a camera seminar or private lesson. Classes available include: How to Shoot Sunsets and Sunrises, Photo Composition, How to HDR, Basic Digital Photography and how to use all those manual settings on your camera. Custom programs are also available for private lessons and groups of all sizes. Located inside the Fairmont Chateau Lake Louise. Contact Banff Photography (located in the retail concourse) at +1 403 522 3653 for details.

FAMILY PORTRAIT EXPERIENCES
Lake Louise is one of most celebrated photography locations in the world. Having a Professional Photographer capture you and your family amid the majesty of the Lake and surrounding Mountains is an opportunity not to be missed. Our photographers work full-time for Banff Photography. They are highly skilled craftspeople who have an intimate knowledge of our unique landscape and how to capture beautiful portraiture in it. Working at different locations around the Lake we will capture multiple compositions. You will receive all the edited images in high resolution via a secured cloud folder. Reservations are required in advance.

PRICE: 15 minutes - $150 (Maximum 2 guests) | 30 minutes - $350 (Maximum 6 guests) | 60 minutes - $650 (No maximum guests)
CANCELLATION POLICY: 24 hours

PRIVATE PHOTO GUIDES
A one-on-one private lesson with one of Banff Photography’s Professional Photographers who live and work at Lake Louise. Each session is a collaboration between the guest and the photo guide to meet each guests specific expectations. Guests must provide their equipment. Reservations are required in advance.

PRICE: 1 Hour: $150 | 4 Hours: $500 | 8 Hours: $800
CANCELLATION POLICY: 24 hours

60-MINUTE PHOTO WALKABOUT
Having a Professional Photo Guide share with you photo tips and tricks to capture the majesty of Lake Louise and surrounding mountains is an opportunity not to be missed. Our photographers are passionate about the mountains and their work. They love to share this passion and sincerely want to see you learn how to take better pictures. The Photo Walkabout is for every level of photographer, and no special equipment is required. We want you to bring your favorite image capturing device. We say “the best camera in the world is the camera you have with you!”

Reservations are required in advance. Operated twice daily with a morning session and an afternoon session. Times vary with the changing seasons and the resulting change in day light hours. Please contact us for current times +1 403 522 3653.

PRICE: $75 per person
Minimum 2 people, Maximum 6 people
CANCELLATION POLICY: 24 hours