



Dear Valued Customer,

At NATURA Wilderness, we put our customers safety first. During these uncertain times, this is more important than ever, so we continue to monitor COVID-19 updates by province with the guidance of the Centers for Disease Control and Prevention (CDC), Health Canada and healthcare professionals. We also consult local government legislation to ensure we implement the most up-to-date safety precautions and adhere to all local provincial laws.

We continue to adhere too health and safety procedures including all local laws. In addition, we provide our tents with the best practices and guidelines and have supplemented these resources with additional COVID-19 cleanliness specific guidance, training, and information consistent with our already high standards.

**Most notable changes to operations are:**

- Waiving of cancellation policy until restrictions lift.
- All Bookings are to be made online or over the phone with a credit card.
- To allow for a zero-contact check in and stay please call 1 hour before your arrival
- Check out times have been moved up to 11am to allot more time for a rigorous cleaning. Our check in will remain the same at 3pm.
- Guest must also respect government guidelines on NATURA property or will be asked to leave without refund.

Natura promises to continue to review our services in accordance with current safety recommendations.