

Updated 4th April, 2020

In response to the current COVID-19 crisis, Banff is taking a little break and is not serving visitors at this time.

The province-wide State of Emergency has led to the temporary closure of most businesses in the area and Parks Canada has temporarily suspended motor vehicle access by visitors until further notice. Visitor services have also been temporarily suspended and many roads and parking lots are currently closed.

Irwin's Mountain Inn does remain open - operating as an essential service by offering accommodations to essential workers, those making essential journeys and any Bow Valley locals with short term accommodation needs.

The safety of our guests, staff and community remains paramount and so we are diligently following recommendations issued by the relevant public health officials, including temporarily closing our gym, hot tub and sauna.

Further updates and information can be found on [Banff Lake Louise Tourism's website](#).

Reservation Flexibility:

In consideration of the fluidity of the situation, we are offering increased flexibility to guests with existing reservations. If you have booked directly and your travel plans are directly affected by the COVID-19 outbreak, please contact our Front Desk team who are available 24 hours a day to assist.

Guests who have booked via online travel agents or other third parties are advised to contact their booking provider for assistance.

Helpful Links to Additional Information regarding COVID-19

Alberta Health Services: <https://www.albertahealthservices.ca/topics/Page16944.aspx>

Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Town of Banff: <https://banff.ca/1132/Coronavirus-info-for-Banff>

World Health Organisation: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>