Our Response to COVID-19

INFORMATION FOR ALL HOME SHOPPERS

For 30 years, Hopewell has been committed to the health, safety and well-being of our home buyers, partners and employees. Alberta's phased reopening of the economy means continuing to build dream homes and communities across our province in a safe, healthy and considerate way. We've felt a true sense of connection with our clientele during COVID-19 and we're here to venture into this next phase together – closer than ever.

We are following direction from the Alberta Government closely and are reopening our show homes and are back to our regular hours as of Wednesday, November 25, 2020. To serve you safely, we are operating by appointment, and we are also accepting walk-up clients. In both instances, customers are required to respond to a few COVID-related health assessment questions before entering the show homes. We also ask for adherence to our health and safety protocols.

We're sensitive to the current environment and have multiple ways to work with you, offering a number of appointment options so you can choose the approach that's right for you. We strongly recommend booking an appointment in advance of visiting the show homes as it will give you priority access to the show homes and with our Sales team members.

Current appointment options with our Sales team during regular show home hours *(Monday - Thursday 2 p.m. to 8 p.m. & Weekends/Holidays 10 a.m. to 5 p.m.)* include: in-person show home meetings, video meetings *(Microsoft Teams, Skype, FaceTime and Zoom)*, instant messenger & screen sharing *(Microsoft Teams, Skype and Zoom)*, phone calls, email communication and document sign-off *(DocuSign)*.

NOTE: If you have travelled outside of Canada in the last 14 days, have any COVID-19 symptoms or have been in contact with someone who is exhibiting symptoms, you are not permitted to visit the show homes in-person. Please take advantage of one of our alternative appointment options and reach out to our sales team to make arrangements to meet virtually.

BOOK AN APPOINTMENT WITH OUR SALES TEAM

We are ready to introduce you to a home you love – choose the appointment option that is right for you at BookHopewell.com or email findyourhome@hopewell.com. We are happy to accommodate your schedule, provide virtual tours, photography, video, floorplans and any additional information you need to help you with your home search during this time. We remain committed to working with you in a safe and enjoyable way to help you design the home of your dreams.

WHAT WE ARE DOING TO ENSURE YOUR HEALTH & SAFETY

- We allow **no more than 10 guests** into any of our show homes or parades at a time – including Sales team members and show home guests;
- We require all show home appointment and walk-up guests to knock prior to entering any of our show homes. Upon knocking, a Sales team member will greet guests and equip them with all of the information needed to enter the show homes safely;
- Clients who have booked an in-person show home appointment will be required to respond to a set of brief COVID-related health questions via email prior to attending their appointment;

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- Walk-up clients who have not booked an in-person appointment prior to visiting will be required to complete a brief verbal health assessment with a Sales team member prior to entering;
- We ask that guests visiting the show homes limit contact with other guests and Sales team members while upholding a minimum of 2 meters (6 feet) of distance between one another;
- We ask that guests wash and/or sanitize their hands prior to touring the show homes or meeting with a Sales team member. All of our show homes are equipped with hand sanitizer, warm running water and soap for your use;
- We ask that guests do not touch the touchscreens, countertops, show home surfaces and show home furniture;
- We are taking extra precautions to disinfect our door knobs, touchscreens, countertops and bathrooms;
- We are not currently offering refreshments (coffee, water bottles etc.);
- We are following the guidance from all levels of government, Alberta Health Services and standard Hopewell health and safety protocol.

If you have any questions about our health and safety protocols around COVID-19, please contact Rob Kirsch, General Manager, Operations at rkirsch@hopewell.com, 403.355.6163 or visit our website at HopewellResidential.com. If you would like more information on COVID-19, please refer to the Government of Alberta website at https://www.alberta.ca/coronavirus-info-for-albertans.aspx.