

Our Response to COVID-19

STAYING SAFE WHILE CONTINUING THE SEARCH FOR YOUR NEW HOME

For 30 years, Hopewell has been committed to the health, safety and well-being of our home buyers, partners and employees. While we closely monitor the status of COVID-19, we recognize that this is a time of uncertainty for many. Despite this uncertainty, we continue to stand by our vision of creating the spaces and places where people love to live and to do our part in contributing to flattening the curve of the COVID-19 virus while maintaining an operating business.

During this time, we are not accepting walk-in traffic to our show homes until further notice. We are operating **by appointment only** to serve you as safely and conveniently as possible while you continue to search for your new home. Our sales teams are offering a number of appointment options and taking extra precautions to ensure your health and safety is prioritized.

CURRENT APPOINTMENT OPTIONS WITH OUR SALES TEAM DURING REGULAR SHOW HOME HOURS (MONDAY-THURSDAY 2 PM TO 8 PM & WEEKENDS/HOLIDAYS 12 PM TO 5 PM) INCLUDE:

- Virtual video chat meetings;
- Phone calls;
- Private in-person appointments at our show homes;
- Continued email communication.

BOOK AN APPOINTMENT WITH OUR TEAM

Reach out to our team at findyourhome@hopewell.com or visit us at www.BookHopewell.com to find the best appointment option for you. We are happy to work with you in accommodating your schedule, provide virtual tours, photography, video, floorplans and any additional information you need to help you with your home search during this time.

WHAT WE ARE DOING TO ENSURE YOUR HEALTH & SAFETY

We are taking additional measures to ensure our sales centres and show homes are safe, clean and welcoming.

- We are prohibiting walk-in traffic to our sales centres and show homes until further notice;
- We are allowing access to our sales centres and show homes by appointment only;
- We are limiting the number of individuals attending in-person appointments at our sales centres to five individuals at a time – inclusive of sales team members and clients;
- We are taking extra precautions to disinfect our door knobs, touchscreens, countertops and bathrooms;
- We are not be offering refreshments (coffee, water bottles etc.) in the sales centres at this time;
- We are following the guidance from all levels of government, Alberta Health Services and standard Hopewell health and safety protocol;
- We are applying this guidance to the ongoing updating of our health and safety strategy.

IF YOU SCHEDULE AN IN-PERSON APPOINTMENT WITH ONE OF OUR SALES TEAM MEMBERS, PLEASE ENSURE YOU REVIEW THE FOLLOWING COVID-19 HEALTH & SAFETY CHECKLIST:

- If you have travelled outside of Canada in the last 14 days; are experiencing any COVID-19 symptoms; or have come into contact with someone who is exhibiting symptoms; please do not visit any Hopewell show home. We ask you to follow government regulations of self-isolation and take advantage of one of our alternative meeting options instead;
- Do what you can to travel to our show homes directly from your home and limit the amount of stops you take in between to reduce the risk and spread of the COVID-19 virus;
- Please wash your hands upon arriving at any Hopewell sales centre prior to touring the show homes. All of our sales centres are equipped with warm running water and soap for your use;
- While touring our show homes, please avoid touching the furniture, interior selections and palette boards featured in our sales centres and show homes;
- During your visit, we ask that you minimize close contact (less than two metres) between yourself and our sales team members in the sales centres and show homes. Additionally, we ask that you avoid any direct contact with our sales team members within our sales centres and show homes including handshaking, hugging etc.

We know home is the most important place, especially during turbulent times like these. We remain committed to working with you in a safe and enjoyable way to help you find the home of your dreams.

If you have any questions about our health and safety protocols around COVID-19, please contact us at questions@hopewell.com, 587.794.4387 (Calgary) or 780.409.0684 (Edmonton). 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>.