

# Closure Information and COVID-19 Update

**UPDATED 4/29/20**

We're here to serve our guests, team members and those within the communities we live. Your safety is, and always has been, our top priority. We have been closely monitoring the COVID-19 situation and following the CDC and U.S. public health recommendations as they evolve.

**With the recent guidance from the state officials restricting large gatherings, we have made the decision to temporarily close all locations and plan to re-open 5/1/2020. This date is subject to change.**

As we navigate together through this uncharted territory, we are very thankful for our incredible communities, guests and associates during this uncertain time. We are looking forward to welcoming our guests back after we re-open on **5/1/2020**.

We are looking forward to have you as our guest. However, we do understand you may be feeling hesitant about your upcoming travel plans and we want our guests to have comfort in their upcoming getaway. We have implemented heightened wellness measures in addition to our already stringent practices. Please see the complete list below. It's important that we give you as much information as possible about the procedures we maintain in order to keep our resort clean and give you peace-of-mind.

## **BEFORE YOU STAY**

**Reschedule your stay without penalty.**

We – along with the rest of the world – understand you may be feeling hesitant to make travel plans right now, and we want our guests to have comfort in their upcoming getaway. We welcome the opportunity to **reschedule your stay** for further down the road when you feel more comfortable visiting (though rates and availability may vary). It would be our pleasure to work with you to find dates with rates that work for you!

If you're certain that you want to **cancel more than 72 hours prior** to your stay, we've got an option for you.

1. We are happy to provide you a full refund amount in the form of a Camping Certificate, valid for 2 years. Once through these uncertain times, we are looking forward to welcoming you as our guest.

## **RESORT- WIDE**

- Existing cleaning procedures for cleanliness, hand-washing and disinfection that meet and exceed industry best practices and standards - including hospital-grade disinfectant for an expanded period of time
- Mandated use of gloves by common-area cleaning team members
- Continued frequent deep cleaning of common areas, handles, faucets, trash-receptacle touchpoints, counters, and employee-housing.
- Additional hand sanitizers have been placed in common areas throughout the resort.
- An increased focus has been placed in any area where events or gathering areas are held
- According to the World Health Organization, it is not known how long the virus that causes COVID-19 survives on surfaces. However, it seems to behave like other viruses. Studies suggest that viruses (including preliminary information on the COVID-19 virus) may persist on surfaces for a few hours or up to several days. This may vary under different conditions such as surface, temperature or humidity of the environment. Knowing this information, we have made the commitment to cleaning all high-touch surfaces several times throughout the day

## **CAMPSITES & RENTAL UNITS**

- Existing cleaning procedures used throughout the resort extended to all campsites and rental units, including the use of hospital-grade disinfectant
- We have removed any unnecessary items within the rental units
- The cleaning teams have mandated use of gloves
- Deep clean of high-touch areas such as handles, faucets, and remotes
- In the rooms, surfaces are disinfected between guests

## **ACTIVITY POOL AND WATER PLAYGROUND**

- As the CDC suggests as of March 13, "There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19".
- Currently, The Department of Health has not issued any additional recommendations or guidelines other than the standard hygiene and cleanliness protocol currently implemented within our pools
- The chemicals and safety protocol for all pools, and slides meet and exceed industry standards
- Swimming pool common areas are cleaned and disinfected utilizing the same hospital-grade disinfectant used throughout the resort
- Additional hand sanitizers have been placed throughout the pool
- Chemical readings are performed by our Certified Pool Operators

## **FOOD & BEVERAGE OUTLETS**

- The manager is Servsafe certified. This includes the teaching of safe-food preparation and handling
- Our trained professionals have ensured all dishwashing equipment temperatures are correct
- There is an increased awareness of sanitation within all food & dining locations
- All tables, condiments and chairs are sanitized frequently
- A continued recurrent deep cleaning of common areas, handles, faucets, dispensers, trash-receptacle touchpoints, counters and cleaning tools
- Team members are mandated to wash hands often
- Food preparation and food handling meet and exceed all state requirements
- An increased focus has been placed in any area where events or gathering areas are held

## **STORE, GAME ROOM AND ARCADE**

- All arcades are sanitized using a medical-grade disinfectant
- There is an increased focus on ensuring the cleanliness of all arcade games and store counter tops and surfaces.
- Additional hand sanitizing stations have been placed throughout the store, arcades and game room.
- All employees within the store, arcade and game room are required to wash their hands often

As more information becomes available, we will continue to make adjustments to support the safety and well-being of guests and associates. From our family and all of our team members, we take pride in the role we are playing to ensure the wellness of those we serve. We hope that you can rely on us as we are looking forward to serving you and your family soon.