



Thank you for choosing us as your vacation destination. We're excited to welcome you to our resort and look forward to enjoying a great season together. We want to take a moment to share important information with you about our commitment to cleanliness and safety, as well as guidance from the Ontario Health authorities and the local government.

### Sun RV Resorts Health & Safety Protocols

At all Sun RV Resorts, we take standards for hygiene and cleanliness very seriously and have taken additional steps to ensure the safety of our guests, and team members.

- For the safety of our guests and team members, if you are feeling ill or have an elevated temperature please stay home.
- Enhanced cleaning and sanitization protocols have been established with defined cycles and procedures for common areas and high-touch surfaces
- We maintain ongoing training for team members as well as daily temperature checks prior to shift start.
- All individuals over the age of 5, including team members, residents and guests are required to wear a face covering while inside Sun's facilities. This requirement also extends to outdoor settings where individuals are within 6 ft./2m of one another.
- Information regarding recommended handwashing procedures are posted in common areas to increase awareness of simple prevention methods.
- CEPA-registered disinfectant products have been distributed to all locations.

### Ontario Public Health Guidelines

- Avoid close contact and practice social distancing of at least 2 metres.
- Practice frequent hand washing or use of alcohol-based hand sanitizer.
- Cover your mouth and nose with a cloth face cover when around others.
- Do not gather in groups more than 10 persons, and stay out of crowded places and avoid mass gatherings.

### WILLOW LAKE Re-Opening Guidelines

Our primary objective is to open our properties/amenities as **safely** and **quickly** as we can, while adhering to active province/local mandates and restrictions. Currently, the use of any building or common places that would encourage social gatherings of any number are not permitted. **In order to comply, the following areas at our property are closed until further notice.**

- *Clubhouse*
- *Office (by phone or email only)*
- *Restaurant/Grill*
- *Store*
- *Dog Park(s)*
- *Comfort Stations (bathrooms & showers)*
- *Outdoor Pavilion(s)*
- *Basketball*
- *Dock(s)*

Please be safe while enjoying the great outdoors and contact us at the office with any questions. If you have a medical emergency please dial 911. We thank you for your patience and understanding during this time and as we proceed through these next stages together.



*Committed to Your  
Safety*

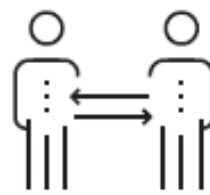
## Help Prevent the Spread of Communicable Disease



Wear a  
Face Mask



Wash Hands  
Frequently with  
Soap & Water for  
at least  
20 Seconds



Maintain Social  
Distance  
(6 ft/2m)



Use Hand Sanitizer  
that Contains at  
least 60% Alcohol



Contact  
Healthcare  
Professional if you  
Feel Ill



Clean Surfaces  
Frequently

**For More Information, Please Visit:**

[www.cdc.gov](http://www.cdc.gov)  
[www.canada.ca](http://www.canada.ca)  
[www.sunrvresorts.com](http://www.sunrvresorts.com)