



Thank you for choosing Hill Country RV Resort 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 CDC and the local government. We have made updates to Phase 2 effective October 5, 2020 as detailed below.

## **Phase 2: Restricted Operations with Updates**

Phase 2 is focused on reopening our amenities; however, restrictions and/or operational modifications may still apply. All persons visiting an enclosed building are required to wear a face mask. All persons are to practice social distancing and encouraged to wash hands frequently or use hand sanitizer. Facilities are being used with the risk that the user may contract COVID-19, and that Sun Communities assumes no liability if the user contracts COVID-19 as a result of the use of said facilities. Senior Citizens and individuals with significant underlying medical conditions are strongly encouraged to avoid crowds and take measures to limit the risk of exposure to Covid-19. You will also notice social distancing signage, sanitizer dispensers and enhanced cleaning protocols throughout the community.


- **Clubhouse & other facilities** – 50% occupancy with a return to normal hours of operation. Occupancy restrictions may vary by room.
  - All facilities will continue to be registered guest/ resident only during this time.
  - Face coverings are required while visiting an enclosed building.
- **Events** - offered with social distancing practices in place
  - Interior Events – offered with social distancing practices in place
  - Exterior Events – offered with increased capacity with social distancing practices in place
  - Events with Food – Must to be a catered by a professional and certified food handling company. No pot lucks or self-serve event can occur or be offered.
  - requirement if lower. Face masks are required to attend the event.
  - Music Events – offered with social distancing practices in place, face masks are required.
  - Virtual events – can be hosted such as, bingo, cards, where is Waldo, Scavenger hunts, etc.
- **Community Kitchens** – Social distancing must be practiced. Face Masks are required. Regular and frequent hand washing is encouraged
  - There are to be no shared dishes, drinking glasses, cups, eating utensils.
  - Non-disposable food service items used would be handled with gloves and washed with dish soap and hot water or in a dishwasher.
  - Only catered or prepackaged food can be served.
  - Buffet style service may occur if servers provide food portions; there are to be no self-serve buffets or potlucks.
  - Use glove when removing garbage bags and any handling disposal of trash.

## Sun RV Resorts Health & Safety Protocols

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our residents 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.
- There will be **ongoing training** for team members as well as Real-time monitoring of information related to COVID-19.
- Enhanced **cleaning and sanitization protocols** have been established with defined cycles and procedures for common areas, high-touch surfaces, vacation rentals, cottages, and cabins.
- Team members will be highly encouraged to wear facemasks when interacting with guests and required when mandated by state or local authorities.
- Informational regarding recommended **handwashing procedures** will be posted in restrooms, breakrooms, offices, and common areas to increase awareness of simple prevention methods.
- **EPA-registered disinfectant products** have been distributed to all locations.
- Facilities are being used with the risk that the user may contract COVID-19, and that Sun Communities assumes no liability if the user contracts COVID-19 as a result of the use of said facilities.

Thank you for your continued patience, compassion and understanding throughout this process. Please contact the resort directly at (830) 625-1919 if you have any questions.




**CORONAVIRUS (COVID-19)**  
**RESIDENT & GUEST GUIDANCE**

Please be mindful of the following precautions to help keep our residents, guests, & team members safe & healthy.



**STOP**

- Individuals with a fever, cough, sore throat, or other flu-like symptoms are not permitted to visit unless they are under medical care and have confirmed they are not infected with COVID-19.
- Individuals who have traveled to a high-risk area for COVID-19 or had contact with a person known to be infected are not permitted to visit.



**CAUTION**

- As a healthy guest, please follow these recommendations:
  - **Wash your hands** with soap and water or alcohol-based hand sanitizer frequently.
  - **Wear a mask or cover your cough/sneeze** with your elbow or a tissue.
  - **Practice social distancing** by maintaining 6 feet of distance from others.

We appreciate your understanding and cooperation.  
For more information, please visit [www.suncommunities.com](http://www.suncommunities.com) or [www.cdc.gov](http://www.cdc.gov).