



Updated April 27, 2021

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.

**On Wed. April 7, 2021, the Ontario Provincial Government issued an emergency stay-at-home order effective 12:01 am Thursday, April 8, 2021 for a period of 4 weeks. On Friday, April 16, 2021, the Ontario government announced an extension of the emergency stay-at-home order for an additional 2 weeks (6 weeks total as of April 8, ending May 20)**

**In accordance with this order, access to the resort will not be permitted for Seasonal Guests/Vacation Cottage Owners until May 1, 2021. In accordance with the stay-at-home order, Seasonal Guests/Vacation Cottage Owners must adhere to all regulations and guidelines as set forth by the Ontario government and local health authorities.**

**Resort amenities & facilities will remain closed for the duration of the stay-at-home order.**

**Overnight reservations during this time period will be rescheduled, postponed, or cancelled. Reservations will resume as of May 21, 2021.**

**Note: Due to COVID restrictions/guidelines, overnight reservations of Tent Sites, Rustic Cabins, and non-self contained units (those without fully functional toilets and showers) will be closed until further notice.**

**The office remains closed for face-to-face interaction for the duration of the stay-at-home order. Please contact the resort office (9am-5pm daily; hours may vary) via email or phone for questions.**

**We will continue to monitor the situation and will provide further updates as this matter continues to unfold.**

**As we look forward to another season, we understand this is very difficult, but we please encourage you to follow the guidance provided by our health professionals; we all need to do our part!**

## **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, Seasonals/Vacation Cottage Owners, 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

- Masks are mandatory in all indoor settings as well as when cannot social distance.
- 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 and stay out of crowded places and avoid mass gatherings.

## WILLOWOOD 2021 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*
- *Laundry Facilities*
- *Office (by phone or email only)*
- *Restaurant/Grill*
- *Store*
- *Dog Park(s)*
- *Outdoor Pavilion(s)*
- *Basketball*
- *Comfort Stations (bathrooms & showers)*
- *Playground(s)*
- *Mini-Golf*
- *Pools/Splashpad (closed for the season)*
- *Use of personal golf carts is prohibited*

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*

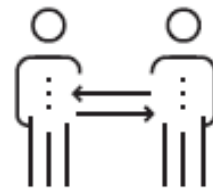
## **Help Prevent the Spread of Communicable Disease**



**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)