



Guest Covid-19 Code of Conduct

June 1, 2020

Guest Covid-19 Code of Conduct

You and your party agree to obey this Code of Conduct while staying at our Resort/RV Park.

Group

Each member of the group in an RV site or Cottage must be from one household unit. No outside visitors are permitted at this time.

Households

Households are defined as those people that live in one home and have maintained social distancing during the Covid-19 outbreak.

Hand Washing

Wash hands for at least 20 seconds in warm water and soap every time you enter or exit your RV or cottage or our facilities.

Social Distancing

You and your party must always maintain 2-metre (6 feet) separation from anyone else at the Resort, including your neighboring RV sites and while on the beaches and in town.

Be Kind and Supportive

Be kind and supportive to staff and other guests in the Resort – Remember we are all in this together!

Self-Isolation

There maybe people at the resort that are self-isolating. It is imperative that they not come into contact with anyone at the Resort. These guests will display a sign on their unit or RV supplied by us indicating they are self-quarantining.

Quarantine

There may be some guests that are required to self-quarantine for 14 days pursuant to the Quarantine Act. These guests will display a sign on their unit or RV indicating that they are in quarantine and must not come into contact with anyone at the Resort.

Groups

Households groups must maintain 2-metre (6 feet) social distancing from other Household groups. No gatherings of more than:

1. Four (4) people in a 1 Bedroom Cottage
2. Six (6) people in a 2 Bedroom Cottage
3. Six (6) people in a RV site are allowed at any time if from the same circle/group

RV Sites

Stay within your designated sites to limit contact with guests in neighboring RV sites. If someone is hooking up to our services or unhooking their services to check-out, please stand back 6 feet until they have finished.

No large gatherings around campfires or with neighbors; you are limited to the group you checked in with.

Parental Supervision of Children

Parents must ensure that their children maintain a 2-metre (6 feet) separation at all times from other children/people from other party/groups during your stay. Children must be supervised at all times in washrooms/laundry room and office concession areas.

Washroom/Laundry-room

No more than 2 people inside washroom at one time. Stand in line on marked area to wait in line. If door closed knock first, open door and check to see if anyone is inside/ask loudly if anyone is inside. If there are people inside step back away from the door and wait on marked lined areas until someone leaves.

Mothers/Fathers with young children may take up to 2 children in the washroom or laundry-room with them.

Returning from Outings

If you leave the property for any reason, everyone in the group must wash their hands with warm water and soap (or disinfectant) for at least 20 seconds. Please consider washing your grocery and beverage packaging followed by 20 seconds of handwashing.

Office/Concession

We will allow no more than 2 customers in the office at one time. Please follow marked areas to stand and wait in line if needed.

To limit personal contact for your safety and ours any service that you may need you can always email or telephone the office and we can add it to your bill. If you wish to purchase anything from the office; novelty items from the concession (frozen novelties, chips, chocolate bars etc. we can add to your bill for you. Any items you purchase in advance our friendly office staff will pass to you at the Office door when you come to pick-up the items you purchased.

Ice & Wood Purchases

Although we are allowing guests into the office if needed, we are encouraging our guests to limit contact at the office when ever possible. You may email or telephone us with your ice and wood purchases and other concession items. We will add it to your bill for you.

Fish Cleaning Station

If someone is already at the fish cleaning table then wait your turn by standing back at least 6 feet until they are done then you may move forward. Our staff will sanitize the fish cleaning table daily; but we also recommend you hose the entire table and water faucets down as well. If you need disinfectant please ask one of our staff members.

Irregularities

If you come across someone not maintaining the 2-metre (6 feet) social distancing requirement, please remember that they may be in one Household group. If someone infringes on your 2-metre (6 feet) distance, kindly remind them of the 2-metre (6 feet) rule. Please de-escalate any confrontational situations and if needed report the situation to the office via email or phone.

We know these are difficult times, not the “normal” that we are all used to. We will get through this in time and we thank you for your patience in taking the time to read and follow our new Policies. These policies have been put in place with consideration for our staff and guests to be as safe as possible while at Thunderbird RV Park & Cottage Resort. These Policies may be updated at any time to reflect current COVID-19 Protocols.