

COVID-19 UPDATE

First and foremost, we hope that everyone is taking care and staying safe during these difficult times. As we all adjust to the “new normal”, it is important that we communicate the steps that are being taken to protect our stakeholders. The health and well-being of our tenants, guests, and staff will always be our highest priority, so rest assured that this situation is not being taken lightly. It has also become increasingly clear that extraordinary efforts are needed to combat the novel coronavirus, but by working together, we will undoubtedly get through this. Alone, we can do so little; together we can do so much.

As an accommodation provider, we are confident that our services will go uninterrupted, but we all must do our part by complying with government mandates and local health recommendations to ensure that it doesn't change. Consequently, all members must practice social distancing and stay within the confines of each

site until COVID-19 is contained.

Furthermore, those returning from abroad are strongly encouraged to wait until after the mandatory 14-day isolation period ends before visiting the park and anyone feeling unwell or displaying cold/flu-like symptoms should stay home. Group activities will be temporarily suspended and the playground will not open until the restrictions on public gatherings are lifted. In addition to already high sanitation standards, enhanced cleaning procedures will be implemented including the use of industrial-strength sterilization products.

To eliminate backlogs and overcrowding, all office visits must be scheduled in advance and completed by appointment only. Now more than ever, DocuSign should be utilized to complete lease agreements electronically as unnecessary human interaction should be avoided for the greater good. The Evergreen Eatery will continue to provide essential takeaway food services this season and the park itself will open as soon as conditions permit.

Please click on the following icon for more information on the resources, suggested procedures, and guides that have been studied to effectively strategize and appropriately respond to the challenges that we face as an RV resort in Canada:

[More Info](#)

Finally, to help tenants navigate the altered economic landscape and meet financial obligations, we will be waiving late payment fees and allowing account balances to be paid in 3 equal one-third installments by the first of May, June, and July respectively. Thank you for your ongoing support and for helping slow the spread of the COVID-19 virus. Although the time at Hilah Ayers is best spent in the company of others, secluded life is still better at the lake. Even after the worst storms, the sun will shine again!

There are five key steps to tackle the coronavirus: Hands, Elbow, Face, Distance and Feel



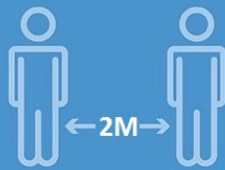
1 HANDS



2 ELBOW



3 FACE



4 DISTANCE



5 FEEL

Be READY to fight #COVID19

www.who.int/COVID-19

1. It starts with your hands. Please wash your hands frequently with soap and water or an alcohol-based solution.
2. Cover your nose and mouth with a bent elbow or tissue when you sneeze or cough. Dispose of tissue immediately and wash your hands.
3. Avoid touching your face, particularly your eyes, nose or mouth to prevent the virus from entering your body.
4. In terms of social interaction, take a step back. Stay at least two-meter distance from others.
5. If you feel unwell, stay home. Please follow all instructions provided by your local health authorities.