

HILAH AYERS



Spring has finally sprung! Although there was cautious optimism that this camping season would be free of gathering restrictions and stringent public health measures, we remain at the mercy of government mandates. Therefore, please continue to familiarize yourself with current provincial directives, laws, rules, and regulations pertaining to COVID-19 as specified online at <https://www.alberta.ca/coronavirus-info-for-albertans> as they will dictate our response to the ongoing pandemic.

Rates will not change this year to help combat growing financial uncertainty. We will also be waiving late remittance penalties and reintroducing a 3-payment plan with equal one-

third installments due by the first of May, June, and July, respectively. Lease agreements will be distributed shortly via DocuSign, along with an invoice outlining individual charges. Perceived discrepancies should be reported as soon as possible for further investigation, but be advised that observed fluctuations were most likely triggered by recent site alterations. Credit cards are still an acceptable form of payment; however, a 3.4% processing fee will once again be added to the transaction total (i.e., \$3,150 + 3.4% = \$3257.10) to cover applicable costs.

As always, it is paramount that all intended lot modifications be submitted to management in advance for authorization and tracking purposes. They include but are not limited to leasehold improvement construction projects, renovations, satellite installations, recreational vehicle replacements, and the removal of any trees or onsite structures. For additional reference, proposed upgrades cannot affect underground utility lines or access points, upset vegetation, stunt future tree growth, encroach on neighboring properties, or be permanent in nature.

Entrance gates will be reactivated, and power will be restored once the park is adequately prepared to handle a significant increase in activity and traffic. As of right now, public green space and roadways are still too soft to withstand excessive damage when driven on. Ground frost will be closely monitored on a regular basis to determine when water can be safely turned on throughout the park, and early water fill station accessibility will depend solely on each standalone system. Updates will be supplied accordingly. Upon resort reopening, tenants will have until the end of May to remove belongings from the storage area before in-season charges retroactively apply. Continued storage arrangements are to be made through the office.

Please take the time to carefully review and understand the lease agreement as rules and regulations are subject to change. It is essential to keep in mind that at least \$2,000,000 worth of general liability coverage per incident is obtained and that AT Properties Ltd. is named an additional insured. An insurance certificate or cover note needs to be attached to the lease agreement for prerequisite proof. By now, everyone should be using DocuSign to submit a completed copy of the contract electronically as it offers unrivaled convenience and streamlines the collection process. For fulfillment assistance, contact info@hilahayers.com.

Overnight campsite bookings will continue to be processed exclusively through Camp Reservations Canada. A “book now” tab is available on our website that directs interested campers to our reservation page. Guest camping at tenant sites will continue to be coordinated through the office. Tenting is only permitted alongside a recreational unit fully equipped with a functioning bathroom and running water until further notice. High traffic amenities such as the shower house, laundry room, and portable toilets will remain closed for the time being to better safeguard our members and guests.

Energy consumption has spiked throughout the property in recent years. To prevent an associated rate increase, please be mindful of power usage, avoid superfluous applications, and turn off electrical devices such as lights, stereos, and air conditioning units when not in use or away from the site. To reiterate the provisions defined in the lease agreement, large appliances and electric heaters are not to be used within the park – planned utilization of these items needs to be disclosed so that a supplementary fee can be discussed to avoid misguided discipline.

Necessary maintenance tasks such as electrical repairs, hose bib replacement, unhealthy tree downing, and the like should be promptly divulged so that they can be addressed in a priority sequence. Remote programming remains an essential part of park-wide security measures, and as a result, associated identification numbers must be stated on lease agreements to avoid unintended deactivation. Notwithstanding its environmental impact, unauthorized dumping of garbage persists, and to eliminate reoccurring violations, fines and stern eviction warnings will be issued as required.

As expected, management has undergone a recent reorganization, but our commitment to exceptional customer service and delivering an unparalleled recreational experience remains the same. Ryan Desharnais has decided to pursue year-round employment and will not be returning this season. Although his time at the park was brief, he made an invaluable impact on the resort and thoroughly enjoyed getting to know everyone.

Andrew Williams will be stepping into his new role as the maintenance manager this season, and his wife Melissa will be joining the team to provide administrative and facility coordination support. Even though Andrew, Melissa, and their family will be living onsite,

please respect their privacy and continue to direct all concerns, inquiries, and requests through the park office for appropriate action.

The Evergreen Eatery will continue to provide essential takeaway food services this season and is scheduled to open on Friday of the May long weekend. Last year's concession attendant, Sharene De Vries, was deservedly awarded a management position in her offseason role with an alternative employer; therefore, we have started searching for a suitable replacement, so any referral would be greatly appreciated.

Finally, we are hopeful that the Pigeon Lake Music Festival and other highly anticipated resort-hosted events can return this summer, but their fate won't be determined until more legislative guidance is received. Regardless, in typical Hilah Ayers fashion, we will make the most of the cards we are dealt!

