

Naples KOA response to COVID-19

Posted March 23, 2020 with updates to follow.

We hope you and your families are doing all you can to stay safe and healthy. We wish you the very best as you prepare for the upcoming season, hopeful that the current critical crises will level off quickly and conditions will improve significantly in the months ahead.

Camping and RV trips are favored over other travel venues and offer more control of your environment. The campground environment has been determined to be safer than hotels, motels or inner-city apartment buildings. Get outside. Enjoy the intrinsic healthy benefits of being outdoors. We all need a breath of fresh air.

First and foremost, our plan revolves around the responsibility we have for the health and safety of our guests and our employees, so we can continue to deliver the great camping experience you count on. As you would expect, we are following recommendations by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), working to put them into practice at our park. We are monitoring information from our corporate office at KOA, national and state camping associations – ARVC and MECOA for the most up-to-date systems and protocol. We are committed to doing our part in helping to get everyone through this.

We are planning on welcoming our seasonal guests and spring special guests to set up April 17th weekend and our cleanup crew April 24th weekend. Official opening for the season is May 1st. It's still early and many things may happen between now and then. Our campground provides essential services including living accommodations, supplies, food, water and propane to our guests and local clientele. Many folks live here for the season. We don't take that lightly as we have already begun to implement procedures to provide a safe and enjoyable experience to our guests.

In response to our business continuity plan we will continue to monitor the situation and will notify our guests with any revisions. Being that our primary concern is the health and safety of our campers and staff, the steps listed below are fluid and will evolve based on the most current information available and are subject to change.

- **Education and training** of all staff as to the new recommendations by the CDC and WHO. Encouraging them to closely monitor their health and well-being and encouraging them to stay home if they or someone in their household are sick.
- **Hand hygiene:** proper and frequent hand washing. We will suspend handshakes and physical contact. A smile, a warm "Hello" and guests focus will always continue.
- **Enhanced Cleaning and Sanitizing** with an CDC approved commercial & hospital disinfectant which kills the virus, all restrooms, showers, playgrounds, patio, store and office – any area accessible to staff and guests. We take this seriously. This is your home. You should expect no less.
- **Rental Units:** Cabins and trailers will not only be cleaned but now will be sanitized between each guest's departure and arrival, including patio area, outdoor seating and gas grill.

- **Bathrooms and Showers:** Fortunately, all campers have bathroom facilities in your camper. We encourage you to use your own facility. Our bathrooms and showers will be cleaned and sanitized as often as necessary and will remain open unless instructed otherwise.
- **Camp Kitchen** restaurant will be open taking phone orders or text orders with take-out / delivery. The patio area will be open for dining although, we will practice social distancing.
- **Camp Store** is fully stocked with food and supplies you may need. Toilet paper, anti-bacterial soap and sanitizers are hard to get but we are in hopes to be fully stocked when you arrive.
- **Delivery:** Firewood, pizza, food and ice for take-out or delivery to your site. Call or text to place order.
- **Rec Hall:** We're hoping, when we open in six weeks, requirements for indoor group activities will loosen up. We will monitor the situation closely and act as necessary. Activities and events may be altered, relocated or canceled entirely depending on the situation at that given time.
- **Pool:** as customary, our pool will be ready and heated for Memorial Day weekend. The CDC states "the coronavirus should not be contractible from a properly maintained pool or hot tub". We will check and maintain sanitizer levels three times daily and as needed on busy weekends to protect our guests. We will follow advice from the CDC as to when we can officially open the pool.
- **Social Distancing:** The best tool to fight the virus - Limiting groups and allowing 6 feet space between everyone. Basically, in every area of the park. Unfortunately, this seems to be the new norm for the immediate future.
- **Communication:** we will institute a texting program to be used at all KOA's. When entering our park, activate the program to receive text messages on specials, activities and events. And, to order items from the store or camp kitchen. This will alleviate many trips to the store.
- **Pre-Check-Ins: Day prior check-in** by calling the office to check-in. If we have a card on file, you may check-in by email or text message as well. Again, day prior, so we can get your welcome packet prepared. When you arrive, you may stay in your vehicle and one of our staff will escort you to your site.
- **Cancellation fees** will be suspended for all travelling or transient guests for this entire season. A 24-hour notice is appreciated so we may fill the site. Cancellations within the 24-hour window of arrival will forfeit their deposit. If you would like to change the dates of your current reservation to a time in the future, we are happy to help you with that.

We need your help! We must work together.

If you are sick, do not travel or interact with others! Seek medical attention.

- Take precautions by being extra sanitary and mindful of your personal space. Follow the CDC and WHO recommendations.
- Please consider pre-check-in to make your check-in quick and easy.
- Please visit <https://www.facebook.com/NaplesKOA/> for updates and current information.
- Also <https://naplescampground.com/> for printable: maps, schedule events (subject to change), pricing or any other campground information including updates on the coronavirus recommendations.

These precautionary measures have been taken to limit the potential spread of the virus, to support our guests and staff in this challenging time and to ensure we maintain our ability to serve you for the long term. Pam and I remain vigilant and are monitoring the situation daily and will respond rapidly as conditions evolve.

Our hearts go out to all those impacted. Our thoughts are especially with those who are sick, we wish you a full recovery. We are also inspired by the people in this industry who promote safety and education, and the health care workers who are the first responders, working the front lines to provide needed care to those affected.

We are thrilled to be able to provide a much-needed outlet for pure enjoyment for your family, friends and you in these very unsettling times. And, thank you for your patience. We look forward to seeing you soon for an awesome season.

Take care of each other, be safe, stay well.

Pam and Con Crepeau

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