



Brown's Bay Resort

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Welcome guests to Brown's Bay Resort,

The entire staff and ownership here at Brown's Bay Resort hopes that you and your family are doing well and staying safe during these difficult times.

Due to the Covid-19 Provincial Health Officers' recommendations and guidelines, we would appreciate if you could read through and follow our new temporary regulations for the whole Resort Property and help us to continue to keep everyone safe at Brown's Bay Resort!

We wish to implement the following new rules and regulations for the Resort guests starting June 1st, until further notice:

- **Offices will be open regular hours (Marina & RV) 3-person occupancy limit** Self Check-in procedures available upon request. Reservations can be done via email, phone or on the website by filling out the reservation request form.
- **Limited interaction with Staff.** We thank everyone for keeping a safe social-distance (2m-6 feet) from our hard-working staff as we want to keep them all safe and healthy.
- **Most Resort amenities remain closed.** Clubhouse building, Fitness Room, Hot Tub and playground are closed. No tent sites or Glamping tents available until further notice.
- **Other Resort amenities** A twice daily complete sanitation and deep clean will be done on all the open facilities including Clubhouse bathrooms/showers and laundry facility and Marina bathrooms. Both offices and frequently touched surfaces will be disinfected on a regular basis including, office countertops and splash shields, point of sale devices, fuel nozzles, door handles and light switches.
- **Laundry and Greenhouse 1-person occupancy limit.** Only one person or people from the same household to use the Laundry facilities and the Greenhouse at a time.
- **Marina.** Moorage, Boat Launches and washrooms at the Marina are open. Parking and Boat Launch fees can be paid at the top of the boat ramp by filling out your information on the provided envelopes and dropping it into designated box.
- **Restaurant.** Closed until further notice.
- **Complete fire ban is in effect.** This is to minimize the chances for social gatherings this might create at the communal fire pit. Portable propane firepits allowed, at your own site with small number of people (2-6 people max.)
- **Social distancing is very important and must be adhered to at all times.** Guests must remain in their own units and not group together inside unless living in the same household. When using the public areas around the Resort please continue to practice social-distancing and stay 6 feet away from others, wash your hands frequently and limit the number of people in one given area. If visiting with neighbours or friends staying in the Resort **limit the groups to 6 people max.**

- **Only registered guests are allowed in the Resort.** We ask our guests staying in the RV Park or Accommodations to let their friends and family know that visitors are only allowed if office staff is made aware and are limited to 1-4 people, this is for your safety and ours.
- **RV Park Check-in** At 1pm your site will be available, please check in with the office to obtain your welcome information and finalize payments. If arriving after hours make prior arrangements with the office for a **Self-Check-in Procedure**
- **Accommodations Check-in procedure.** Accommodations will be open from 3pm on day of check-in, the welcome information and other necessities will be left in your take home Covid-survival Package on the unit door. Check-in with the office during office hours to pick up the key and finalize payments, if arriving after hours please make prior arrangements for **Self-Check-in Procedure.**
- **Accommodations Self-Check-out procedure.** On day of departure please leave the key and filled out comment card on the table and leave the patio door open (screen door closed). We ask you to leave your garbage and recycling tied up in garbage bags just on the inside of the front door as we allow for adequate resting/airing time before housekeeping will attend to cleaning the unit.
- **Garbage.** There are bins located behind the Clubhouse building and at the Marina parking lot, where you could deposit your garbage. If staying in the accommodations, we ask that you contact the office if you need garbage to be picked up during your stay.

Please understand that these rules are far from how we like to operate, however we feel that choosing to go in this direction is the only way we will be able to accommodate Resort guests at this time.

We will continue to monitor the daily updates regarding COVID-19 guidelines and procedures and keep you updated as to how it will affect everyone in the Resort.

Please stay safe and healthy, so we can all enjoy The Bay for what it has to offer!

Sincerely,

Brent and Esther Hollink
Directors of Operations Brown's Bay Resort