

## Message to our guests from Fuller's Resort & Campground April 15<sup>th</sup>, 2020

Fuller's Resort & Campground opened in 1887 and has somehow survived more than a century. How this place lasted through it all is a miracle made possible by people, like you, who love this place. We have hope and faith that we will get through this too but we need your help.

When we are told, "no, you cannot have or do something," often we want the thing that we were denied all the more. Right now many want to enjoy vacation spots and feel the joy we feel when we are in our favorite place with friends and family around us. We, here at Fuller's understand and boy is this year a challenge for each of us in achieving that! Please, as you read through our message realize that WE ARE IN THIS TOGETHER and that bottom line, we hope that you, your family and friends, as well as our staff and families all remain healthy.

The nice days that we all have recently experienced between the bouts of snow get us excited for spring and summer. This time of year many begin to work on our yards at home. School is usually still in session, softball and baseball, track and other sports are usually training. April, during a normal season has always had our lowest number of guests each year. Understandably so, April is uncertain in Michigan, and life is usually still busy for many people. We have observed that most people actually begin to come to their seasonal sites, and camping on weekends slightly before, on, or even after Memorial Day. That is why many campgrounds do not open until May 1. This year COVID-19 has caused our opening date to be closer to that of many other campgrounds, tentatively moved to May 1. Hopefully, people will not feel too much of a loss for this change.

We have written a few questions, that we think many of our guests may be wondering about and have attempted to answer the best we know how at this time. We are doing this to keep you informed.

### **When can we come in? Campground Closures/Reservation Cancellations**

You cannot come in until the governor's executive order is lifted and we know that we can safely manage the facility with you, our staff, and others here. Right now that tentative date of opening is May 1, 2020. We care about you. We are following the guidance from local health departments, the CDC, and county and state-based orders. Knowing much of this is out of our control right now, this could result in further closures or changes to your reservation or seasonal time here. Please bear with us as we navigate our best course through this with the safety of you and our staff on our minds.

If your reservation ended up being cancelled by a local or state ordinance, you will be notified by phone and/or email. If you have questions you may call. We appreciate your patience and understanding as we work to open our place safely and create a pleasant atmosphere for this coming season.

**Important:** If you, or someone in your family is feeling ill prior to any reservation this season, PLEASE give us a call and we will help you reschedule or cancel your vacation. Please do not knowingly risk contaminating others here by bringing the virus into our park.

**Can you breakdown Michigan's Executive order?** Executive Order 2020-42. *'Temporary requirement to suspend activities that are not necessary to sustain or protect life.'* Michigan's latest, 'Stay at home' order runs through April 30. This order restricts travel between residences. All travel to vacation rentals is prohibited. Realize, this is an extension of a previous executive order. We hope and are preparing to open up May 1<sup>st</sup>. Please understand that the governor could again extend this order.

**Why can't some people come and camp? What about seasonal campers? What about weekend guests?** The only thing harder than closing our entire place, is closing it to some and not others. Again, we are closing for the health and safety of our employees and customers. We understand that some people rely on public camping sites while performing essential work or seasonal living and move from place to place. We will do our best to provide within the reins of the executive order we are under.

**Office/Check-in/Check-out** Right now, until further notice, the office is closed to public access. We are still here Monday – Friday 10am – 5pm, by phone, to help make reservations, answer questions, and help through this confusing time. After we open, the office will remain closed to access by the public during the month of May. We can still assist you and are working on ways to limit contact. Please call when you arrive to check in. Or call with questions before arriving and we will do what we can to answer your questions and assist you.

**When we open to our guests we will open our bathrooms.**

Bathrooms, showers, and porta-potties are currently closed. Cleaning schedules will be posted after opening our restrooms, however, please know that we are not physically capable of keeping all surfaces “hospital clean” when dealing with the public and will need the complete cooperation of our guests to help us by leaving the restroom as clean or cleaner than you found it when you leave. We also ask that guest limit the number of people in the restroom, practice social distancing and be respectful of time when using our facilities so that others, too can use them and practice the social distancing policies.

Hand washing should take a minimum of 20 seconds and you should use soap and rinse thoroughly before heading over to our hand dryers. Please know that if you do not wash your hands thoroughly for the recommended 20 seconds you can spread germs when you put your hands under the blow dryers. Please take your time and do it right, for the sake of everyone.

**Cleanliness.** We pride our self on creating a clean, and fun place for families to enjoy. Cleanliness and safety is always a top priority to our staff. All common areas are cleaned daily as part of our normal business. We are increasing the frequency and extent of those cleanings. Our staff/team is receiving additional trainings and information regarding safety and cleaning procedures. However, please be aware that there is no way that we can keep all surfaces “safe” at all times. We need the help of everyone (all guests, staff, and ourselves) to follow good hygiene and hand washing practices when using our facilities and to absolutely stay home if sick to help us avoid the possibility of an outbreak in our park.

**Events and Amenities.** In our effort to protect you, our staff, and our family, and in order to stop the spread of COVID-19, we have made the difficult decision to temporarily close some amenities for the month of May. Our store/porch, playground, barn/karaoke, beach/raft, volleyball, hay rides, and basketball pads. We are so incredibly sorry for this inconvenience. Please understand that these decisions were incredibly hard to make, but were made in the interest of the greater community and out of our concern for the health of all.

**Wow. That's a lot being closed. What activities can we do while we are here?**

Closed temporarily. We are excited to share that there are fun things you can do in the great outdoors. We will still have boat rentals (please do not crowd our workers when renting and follow all rules for safety and sanitation), camping, fresh air, nature, and campfires to enjoy. During this time, the outdoors can be fun, relaxing, and a nice change from being indoors. We ask that you enjoy this time as a family and follow social distancing protocols. This includes, for the time being, limiting the gatherings of groups

to less than 10 and staying at least 6 feet away from all people who are not in your immediate family and/or living in the same household.

Campgrounds and outdoor trails and parks in our state have been shut down due to people gathering. We do not want you or us to experience a loss of this opportunity due to bad judgment by anyone. Again, this is temporary.

**How about day-passes? Guests to our site? What about the beach?** We are not opening to the general public at this time. We have a serious year to get through and lots of things to think and work through to keep everyone safe. Right now, until further notice we are not providing day/beach passes. That means you are required to have a reservation or seasonal agreement turned in with our office in order to use our park. As a private campground with a vast number of people who enjoy visiting our place, we have a responsibility to manage all areas of our campground as safely as possible. This, sadly, includes our beach. As soon as we know we can safely open to the general public we will happily let you know.

**Will we be able to get ice cream? What about your store?** Just because we are closing our store for the month of May, does not mean you are unable to get ice cream, some food, and some other items. Stocking our store the way we usually have in the past has become very difficult. Our shipment of clothing is in with new jammie pants and a couple new colors for our sweatshirts, but our grocery and food items may be limited for a while.

By the way, we will not be allowing anyone to walk around in the store because of how small our store is and to keep our merchandise untouched. But we are willing to help you get what you need. We will just have to be very creative in the process. Bear with us as we work to serve you in the best social distancing way we can. We do have some exciting news this year we will be one location that will again be serving Sherman's Ice Cream. Yay, yep, cotton candy, butter pecan, and many other flavors will be back!

**What can we do?** We're all in this together. Yes, you, have a role in us opening too. During this time of uncertainty, we cannot guarantee safety from a virus we cannot see. We are implementing extra cleaning schedules and policies and limiting person to person interaction during this time. We ask that you take your part in this seriously as well. Do what you can to help limit the spread and keep yourself and others safe.

***Your responsibility and the responsibility of all in your household may look like:***

Practicing social distancing while walking, biking and in general out in the campground (trying to keep that 6' distance between your family and others.)

Not gathering in groups. I know this can be difficult because our community is so close. We are in a temporary time and eventually things will start to go back to normal just right now please keep your distance.

If you are not feeling well, please stay home and/or seek medical attention. Do not come to or stay at the campground if you believe you may have the virus.

"Clean your hands often. Don't touch your eyes, nose or mouth. Keep 6 feet away from others when possible. If you feel sick, stay home when you can. Listen for orders from your local government to stay home. Cover coughs and sneezes with your elbow." – cdc.gov

This sounds repetitive, but continue to follow suggestions from the CDC, washing your hands frequently, using hand sanitizers when unavailable, and practicing social distancing. These actions are just some suggestions that can help you take control of keeping your family, our community, and staff safer during this unprecedented time. As we do our part, we hope you will do yours.

If you know there are a lot of cases in your area, consider staying home or quarantining away from people.

**What about Memorial Day? Will weekend guests be able to enjoy the place?**

We have stopped taking reservations for Memorial Day weekend. Our current goal is to limit the number of people coming in to our park for the first holiday of our season and to avoid crowds or gatherings of people in any parts of our park. Believe us, we want to be open, but we also want to do it the right way, with the safety of our guests and our staff as our highest priority. We are waiving the holiday fee for Memorial Day Weekend because we know our group activities will need to be canceled and limited. This holiday will be all about going back to the basics for those who are here. Enjoy camping, try to cook a new recipe, get out in the great outdoors, and spend time with your immediate families/households outside by a campfire. Please do not bring in any extra guests who are not part of your household until after we give the okay.

**We've heard of Campgrounds getting shut down is there a possibility that Fuller's can be shut down?**

Yes, campgrounds are getting closed for not following CDC guidelines and some health departments are getting involved and forcing campgrounds to close their doors to their customers. WE DO NOT WANT THAT TO HAPPEN TO US. We are working hard to create policies to do everything we can to create an environment that is taking precautions to limit the spread.

We know that Fuller's is a desired place to come each spring/summer/fall. People travel here from all different states and even countries and some come and go constantly between their jobs, and homes in other areas where the outbreak is at different levels than it currently is here in Buchanan.

***Please know that the virus does not travel on it's own, it travels with people and an outbreak here would be very bad for everyone, setting us all back months or even longer to get through, risking the health of all of us. It would also be a grand reason for our local health department to shut us down.***

We know that camping is a fun time that, for some, is ALL about hanging out with family and friends. Right now looks like we still can do that on a much wider and separated scale when we open. Please avoid contact and use all the space that you can between you and others. Camp only with people from your own household and be creative and allow others to have their space. Still fun...just bigger, fresh air, spaced out, "wider fun."

Thank you for your patience and understanding as we all work together to keep our communities and Fuller's healthy. We can't wait for the day that we are able to resume our normal activities. Until then we will continue to work to do all that we can to offer you as much as we can of "Fuller's, the 2020 version." Stay healthy!