



Thank you for choosing us as your vacation destination. We're excited to welcome you to our resort and look forward to enjoying a great season together. We want to take a moment to share important information with you about our commitment to cleanliness and safety, as well as guidance from the Ontario Health authorities and the local government.

### **Sun RV Resorts Health & Safety Protocols**

At all Sun RV Resorts, we take standards for hygiene and cleanliness very seriously and have taken additional steps to ensure the safety of our guests, and team members.

- For the safety of our guests and team members, if you are feeling ill or have an elevated temperature please stay home.
- Enhanced cleaning and sanitization protocols have been established with defined cycles and procedures for common areas and high-touch surfaces.
- We maintain ongoing training for team members as well as daily temperature checks prior to shift start.
- All individuals over the age of 5, including team members, residents and guests are required to wear a face covering while inside Sun's facilities. This requirement also extends to outdoor settings where individuals are within 6 ft./2m of one another.
- Information regarding recommended handwashing procedures are posted in common areas to increase awareness of simple prevention methods.
- CEPA-registered disinfectant products have been distributed to all locations.

### **Ontario Public Health Guidelines**

- Avoid close contact and practice social distancing of at least 2 metres/6 feet.
- Practice frequent hand washing or use of alcohol-based hand sanitizer.
- Cover your mouth and nose with a cloth face cover when around others.
- Do not gather in groups, and stay out of crowded places and avoid mass gatherings.

### **SHERKSTON SHORES Re-Opening Guidelines**

Our primary objective is to open our properties/amenities as **safely** and **quickly** as we can, while adhering to active provincial/local mandates and restrictions. Currently, the use of any building or common places that would encourage social gatherings of any number are not permitted. **In order to comply, the following areas at our resort are closed until further notice.**

- Clubhouse(s)/Lounge(s)
- Comfort Stations (bathrooms & showers)
- Waterslides
- Hot Tubs
- Office (by phone or email only)
- Poolside Games
- Church
- Live Lounge Events Centre

**Due to COVID restrictions/guidelines, overnight stays of Tent Sites, Rustic Cabins, and non-self contained units (those without fully functional toilets and showers) will be closed for the remainder of the 2020 season.**

**Due to COVID restrictions/guidelines, restrooms & showers in campground area will remain closed for remainder of the 2020 season.**

Please be safe while enjoying the great outdoors and contact us at the office with any questions. If you have a medical emergency please dial 911. We thank you for your patience and understanding during

***If you or anyone in the resort feels concerned regarding others not following social distancing guidelines set forth by Ontario and the Niagara Region, please contact the Port Colborne By-Law Enforcement. 905-835-2901 ext. 209 or 208 or 207***

### **OVERNIGHT STAYS CHECK-IN POLICIES**

For the safety of our team members and guests, we will only be serving 2 customers at a time with the Vacations Welcome Centre.

1. We please ask that guests do NOT go directly to their site or enter the Welcome Centre offices without permission.
2. Guests will be asked at the main gate to pull into a designated parking area. An information sheet will be handed to each overnight guest with further details.
3. Guests will then be asked to claim their spot in line by dialing a designated phone # or via text. Signage in RV Parking spots will be posted with further information, as well as signage on the doors of the Vacations Welcome Centre.
4. Once your turn in line comes to check-in, you will be contacted to enter.

### **WATERPARK Re-Opening Guidelines**

**Pools open effective Saturday, June 20.** *Waterslides & hot tub remain closed at this time.*

Please be patient and considerate of others as we (and yourselves) have many mandates and guidelines we must adhere to during these times - see below for all details.

- **9am-10am:** Aquafit @ front pool 25 ppl only, first-come-first-serve
- **9am-9:30am:** Lane swim @ back pool, 6 ppl only, first-come-first-serve
- **9:30am-10am:** Lane swim @ back pool 6 ppl only, first-come-first-serve
- **10am-11:30am:** Adult swim (21 years of age or older) 200 ppl only, first-come-first-serve
- **11:30am-12pm:** Guests must completely leave pool areas. The pool areas will be cleaned and sanitized
- **12pm-2pm:** General swim 200 ppl only, first-come-first-serve
- **2pm-2:30pm:** Guests must completely leave pool areas. The pool areas will be cleaned and sanitized
- **2:30pm-4:30pm:** General swim 200 ppl only, first-come-first-serve
- **4:30pm-5pm:** Guests must completely leave pool areas. The pool areas will be cleaned and sanitized
- **5pm-7pm:** General swim 200 ppl only, first-come-first-serve in
- **7pm-7:30pm:** Guests must completely leave pool areas. The pool areas will be cleaned and sanitized
- **7:30pm-9pm:** Adult swim (21 years of age or older), 200 ppl only, first-come-first-serve in

### **HOURS OF OPERATION AS OF THRU OCTOBER 12 (WEATHER DEPENDENT) – < CLOSED AFTER OCT 12 >** **MONDAY-FRIDAY 9AM-6PM**

\*\*Open: 1 pool ONLY, hot tub, and splash pad. Hot tub will open Wednesday September 9, 2020

- **9am—10am** Aquafit (25 ppl max) first-come-first-serve
- **10am-11am** Adult swim (25 ppl max) first-come-first-serve
- **11am-11:30am** Sanitization Guests must completely leave pool areas. The pool areas will be cleaned and sanitized

- **11:30am-1:30pm** General Swim (50 ppl max) first-come-first-serve
- **1:30pm-2pm** Sanitization Guests must completely leave pool areas. The pool areas will be cleaned and sanitized
- **2pm-6pm** General Swim (50 ppl max) first-come-first-serve

**SATURDAY & SUNDAY 9AM-6PM**

\*\*Open: 2 pools, splash pad, hot tub, and wading pool. Hot tub will open Wednesday September 9, 2020

- **9am-10am** Aquafit (25 ppl max; front pool only) first-come-first-serve
- **9am-9:30am** Lane Swim (6 ppl max) first-come-first-serve
- **9:30am-10am** Lane Swim (6 ppl max) first-come-first-serve
- **10am-11am** Adult swim (200 ppl max in both pools) first-come-first-serve
- **11am-11:30am** Sanitization Guests must completely leave pool areas. The pool areas will be cleaned and sanitized
- **11:30am-1:30pm** General Swim (200 ppl max) first-come-first-serve
- **1:30pm-2pm** Sanitization Guests must completely leave pool areas. The pool areas will be cleaned and sanitized
- **2pm-4pm** General Swim (200 ppl max)
- **4pm-4:30pm** Sanitization Guests must completely leave pool areas. The pool areas will be cleaned and sanitized
- **4:30pm-6pm** Adult Swim (200 ppl max in both pools) first-come-first-serve

- Furniture that is set-up in the pool areas has been designed specifically for social distancing protocol and MAY NOT be moved. Patrons may not bring in their own furniture.
- Patrons may not enter the pool areas if they suspect they have Covid-19 symptoms.
- Patrons MUST maintain social distancing of at least 6 ft/2 metres, from other bathers and team members.
- No in and out entry (ie. leaving to go for lunch). Once you leave the pool area you will be subject to any line up to return.
- Splash Pad is open but high contact elements will not be in use (slide and aqua deck).

**Boston Pizza Re-Opening Guidelines**

**Boston Pizza will be open for Patio Service and take-out and delivery effective 12pm on Friday June 19th.**

**\*Hours of operation:**

- o **Monday:** Closed
- o **Tuesday:** Closed
- o **Wed-Sun:** 12pm-8pm

**\*\*HOURS OF OPERATION AS OF SEPTEMBER 8 THRU OCTOBER 31**

- o **Mon-Thurs** CLOSED
- o **Friday** 4pm-8pm
- o **Saturday** 12pm-8pm
- o **Sunday** 12pm-8pm

\* Kitchen closes 15 minutes before posted close time.

- Dining room service will operate at less than 50% capacity.
- Reservations are strongly encouraged.
- Take-out, online orders, and delivery are encouraged.
- Take-out and delivery can be ordered at [bostonpizza.com](http://bostonpizza.com)
- MASKS MUST BE WORN INSIDE
  - Masks may be removed when seated at a table.
- Access to Boston Pizza through front complex doors:
  - Follow directional arrows and instructions.
  - Practice social distancing.
  - If looking for dine in, remain at front until directed by host. Please do not seat yourself.
  - If looking for Take-out, follow directional arrows to the take-out counter.
  - Dining experience will be customized to meet the requirements of Boston Pizza's pandemic operations plan.
  - If necessary, dining times will be restricted to 1.5 hours to best accommodate as many guests as possible.
- Maximum party of 8, limited 8 person tables available.
- Tables are not to be moved.
- Patio service will be weather permitting; reservations will be cancelled and require rescheduling.
  - In the event of unfavorable weather during your patio visit, there may not be room to move indoors.
- Upon entry, one person per party will be required to provide a name and number for contract tracing.
- No standing room. All guests MUST be seated.
- Cash payments are accepted, however, debit and credit payments are encouraged.

### **Pool/Patio BAR Re-Opening Guidelines**

**The patio bar will be open effective 12pm Saturday, June 20.**

**\*Hours of operation:**

- **Monday:** Closed
- **Tuesday:** Closed
- **Wednesday-Sunday:** 12pm-8pm

**\*\*HOURS OF OPERATION AS OF SEPTEMBER 8 THRU OCTOBER 31 (WEATHER DEPENDENT):**

- **Monday-Thursday:** CLOSED
- **Friday:** 4pm-8pm
- **Saturday:** 12pm-8pm
- **Sunday:** 12pm-8pm

- Walk-up drink and BP take-out orders only.
- No seating or standing at the bar.
- Limited table seating available, no standing room.
- Tables are not to be moved or joined.
- Time limit: 2 hours.
- Pool bar entrance is through the main pool gate; follow the directions provided by the gate attendant.

- Pool bar is a first-come, first-serve basis.
- Follow floor markings to ensure social distancing protocols are met.
- Cash payments are accepted, however, debit and credit payments are encouraged.

### **BEACHES/QUARRY Re-Opening Guidelines**

**The beaches including Lake Erie and the Quarry opened effective Tuesday, June 16.**

- Beaches are now open for pedestrian and golf cart access.
- Patrons MUST maintain social distancing of at least 6 ft/2 metres, from other beach go'ers and team members.
- Maximum of 10 ppl in a group as per Ontario & Niagara mandates.
- Access to enter and exit the Lake are posted at beach entrances. (located at Wyldewood, Quarry Beach, Elco Beach, and designated stairs).
- Boat launches are now open at designated locations. (1 location at Wyldewood Beach ONLY or east end of Elco Beach; however due to weather conditions and high water levels it is recommended to use Wyldewood Beach launch). Please follow all posted beach and boat guidelines posted.
- Please don't cut through other set-up locations to access the beach. Respect other's social circles.  
***If you or anyone in the resort feels concerned regarding others not following social distancing guidelines set forth by Ontario and the Niagara Region, please contact the Port Colborne By-Law Enforcement. 905-835-2901 ext. 209 or 208 or 207***

### **SHERKSTON PAINTBALL Re-Opening Guidelines**

**\*Hours of Operation:**

- o 11am-5pm
- o As of June 27 & 28th 11am-7pm and then open Tuesday - Sunday for the remainder of the summer.

**\*HOURS OF OPERATION AS OF SEPTEMBER 8 THRU OCTOBER 31 (WEATHER DEPENDENT):**

- o 11am-6pm
- All equipment will be disinfected after ever use.

### **SHERKSTON ADVENTURE SPORTS Re-Opening Guidelines**

- Ropes Course
- Bungee trampoline
- Axe Throwing
- Archery
- Airsoft Shooting Range
- Temporary Tattoos
- Water Wars
- Rock Climbing

**\*Hours of Operation:**

- o Will be open starting Saturday June 27th from 11am-8pm every day of the week for the remainder of the summer

**\*HOURS OF OPERATION AS OF SEPTEMBER 8 THRU OCTOBER 31 (WEATHER DEPENDENT):**

- o Saturday Sept. 12<sup>th</sup> - 11am-7pm
- o Sunday Sept. 13<sup>th</sup> - 11am-5pm
- o Sept. 14-Oct. 31 - CLOSED

- All of our equipment will be disinfected after every use. When harnessing guests or doing temporary tattoos we will be wearing a mask and fresh gloves.

**QUARRY BEACH RENTALS Re-Opening Guidelines**

**\*Hours of Operation:**

- o Starting Saturday the 27th for the remainder of the summer; 11am-6pm.

**\*HOURS OF OPERATION AS OF SEPTEMBER 8 THRU OCTOBER 31 (WEATHER DEPENDENT):**

- o BY APPOINTMENT ONLY - 1-289-321-2333

- Everything rented will be disinfected after every rental. All life jackets will be washed and dried before used again.

**MINI-GOLF Re-Opening Guidelines**

**\*Hours of Operation (as of July 30):**

- o Tuesday to Saturday: 9am - 9pm (weather dependent)
- o Monday & Sunday: 3pm - 9pm (weather dependent)

**\*\*HOURS OF OPERATION AS OF SEPTEMBER 7 THRU OCTOBER 31:**

- o MON-SUN 9AM-6PM

- As per the Niagara Regional Health Unit we have set up disinfectant stations. Putters, and golf balls are sanitized after each use & our team is monitoring on an hourly basis.

**ARCADE Re-Opening Guidelines**

**\*Hours of Operation (for prize redemption counter):**

- o Mon-Tues: 3pm-4pm
- o Wednesday: CLOSED
- o Thurs-Sun: 4pm-10pm

**\*\*HOURS OF OPERATION AS OF SEPTEMBER 7 THRU OCTOBER 31:**

- o Mon-Tues: CLOSED
- o Friday 4pm-8pm
- o Saturday 12pm-8pm
- o Sunday 12pm-4pm