

RV Trailer Policy & Procedures *COVID update*



COVID-19 has brought many changes and disruptions over the past year and we have all had to adapt to a new normal in BC. At RLC Park Services it is our priority to provide a safe and enjoyable experience for our visitors while maintaining a safe work environment for our staff. We are continually monitoring the information put forward by the Provincial Public Health Officer and other related agencies to ensure we make the best decisions for our visitors and staff.

Working with industry standards and recommendations we have adapted our RV Trailer rental policies and procedures. Some of the updates and changes include:

- We continue to use commercial grade **cleaning** products to clean and sanitize and we have enhanced our sanitization of hard surfaces in the RV Trailer. There is a \$25 cleaning fee added to your rental fees.
- Upholstery will be sprayed with a disinfectant spray.
- **Dishes:** sanitized plates, bowls, cutlery, and cups will be in a tote in the trailer when you arrive. **At the end of your stay clean and return the plates, bowls cutlery and cups back in the tote and leave the tote in the trailer.** Pots, pans etc (see the included supplies list) are still provided in the main cupboards of the trailer, cleaned by each renter.
- We will now provide 1 bundle of wood on the first night of your stay.
We no longer provide **BBQs** with the trailers. Visitors are welcome to bring their own.
- Our Staff will be wearing masks and gloves while cleaning the trailer.
- All RLC Staff are working using socially distanced guidelines.
- We have increased the time between check-out and check-in to allow additional time for increased sanitization. **Check-in** time is **3:00 pm**. **Check-out** time is **NO LATER** than **11:00am**.
- We will provide orientation from outside the trailer at a 2m+ distance.
If necessary, the Park Operator will enter the trailer with **one** registered guest with both individuals wearing mask.

We look forward to welcoming you to our park and hope your visit provides much-needed rest and relaxation during these challenging times. Please contact us at (250) 248-1134 or reservations@rlcparks.ca if you have any questions in advance of your trip.

RLC Park Services

250-248-1134

reservations@rlcparks.ca

www.rlcparks.ca