

INFORMATION REGARDING COVID-19

Dear Valued Guests,

We have been monitoring the COVID-19 developments as they come to light. As the situation is continually evolving, our top priority at Bow RiversEdge Campground is the health and well-being of our guests and staff. Please know that we are doing everything possible to ensure the safety of our guests, staff and community.

Providing the best possible service to our guests remains our top priority throughout this unprecedented event. Given the impact of COVID-19 on how we work, socialize and travel, we remain focused on the cleanliness and hygiene of the campground. In addition to our already high standards, we have modified and increased our sanitation and cleaning practices. We continue to listen to relevant information as it arises, continue to watch the impact and reaction of other organizations and continue to increase our team and the public awareness of our cleanliness and sanitizing in an effort to ensure and support your safety.

The cancellation policy for Bow RiversEdge Campground will remain the same, exceptions will be made for those whose travel plans may have been changed or altered due to the impact of COVID-19 on our lives.

We will also keep you the guest well informed. For the foreseeable future we will continue campground operations as normal until deemed otherwise or appropriate. Please follow all Alberta Health Services recommendations as it pertains to personal hygiene and self-isolation.

<https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

We ask for all guests to refrain from visiting Bow RiversEdge Campground if:

- you have travelled outside of Canada, visited a high-risk zone for COVID-19, or have come into contact with someone who has visited these areas within the last 14 days. ***See note below**
- you have been diagnosed or have come into contact with someone who has been diagnosed with COVID-19 in the past 14 days.
- you are feeling any of the symptoms of COVID-19, which include but are not limited to fever, shortness of breath, cough or any flu like symptoms.

***All Snowbirds returning to Bow RiversEdge Campground must go through a mandatory 14-day isolation period if returning from the United States. Please make arrangements to have this done in accordance with Alberta Health Services Guidelines. If you are returning directly to Bow RiversEdge Campground, please contact Guest Services to receive a clear understanding of what your arrival and first 14-day isolation will look like.**

Please feel free to email or call to cancel your reservation or require further information beyond this notice.

Sincerely,
Management Bow RiversEdge Campground