



## Zeman RV Resorts

Dear Valued Guests,

As you are aware, on March 17, 2020, Zeman RV Resorts decided to implement more protective measures for its guests, vendors and employees to assist with the reduction of the spread of the coronavirus. We are continuing to monitor and follow national and local public health authorities' guidance; particularly CDC guidelines.

For the safety of our employees, guests and vendors, the following measures that were implemented on March 17, 2020 have now been extended until April, 30 2020. At this time we are continuing to evaluate and modify or extend protective measures as necessary.

1. All offices will continue to be physically closed to the public through April 30, 2020. We are requiring guests to contact the office via phone and/or email. We will have limited staff at the office and it will not be open. Most of our staff will be working remotely and available to handle phone calls and emails, taking reservations and collecting payments over the phone during normal business hours. We will also have staff on call for emergencies. Again, please do not plan to visit the resort office until April 30, 2020.
2. In addition to our offices, all of our clubhouses and indoor facilities will remain closed to the public during this time period.
3. We have made the decision to postpone the opening of all of our resorts until May 1, 2020. We realize that this decision will impact several of our properties that were scheduled to open in Mid-April. Therefore, we have also decided that we will be extending our 2020 season to end on October 31, 2020 so as to ensure that our guests receive a full season.
4. We have also made the decision to extend the due date for 2020 seasonal fees to April 15, 2020.



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5. All future decisions that pertain to delays in opening for the 2020 season as well as any modifications to our cancellation policies are now being made at two week intervals. Our next decision marker is April 15, 2020. We will continue to notify our guests immediately of any additional delays, or changes to our policies.

We continue to ask for your assistance in following guidelines recommended by the CDC to help limit the spread of the coronavirus. We will continue to provide updated communication with any changes. Thank you for your understanding and support.

Respectfully,

Dee Pizer

President

Midwest and Northeast RV Operations