

COVID-19 UPDATE April 5, 2020

Texas Wine Country Jellystone™ Park Camp Resort is continuing to monitor the ever-changing situation in regard to COVID-19. We are open, but with restrictions. As the public health concern surrounding the Coronavirus (COVID-19) continues to grow, we wanted to reach out to you with an update on precautions that we are taking. We are closely monitoring the situation and following local, state, and federal guidelines in responding to the Coronavirus.

As things continue to develop with the Coronavirus, we want to take a few moments to let you know what we are doing to keep our guests and team safe and healthy. We have heightened our cleaning and disinfecting procedure. This includes, but is not limited to, cleaning and wiping down our bathhouse, laundry room, and Ranger Station several times a day including frequently touched surfaces such as doorknobs, light switches and countertops.

Here is a breakdown of what is happening in each area of the campground:

**Accommodations:** Currently we are permitting only self-contained units that provide their own quarters, thus lessening the need for interactions with others.

Cabins that include their own restroom facilities are available, but there will be no back-to-back rentals to allow proper cleaning.

RV Sites are available. Upon check in, park staff may provide alternatives to encourage additional spacing.

Tent sites are available.

**RANGER STATION:** Our Ranger Station will be open 9:00 AM – 5:00 PM Daily. We will be selling necessary items at the store including groceries, firewood, fuel, RV supplies and souvenirs as we always do, however, we ask that only one family enter the store at a time. We will be limiting the interaction between Registration staff and our guests. Please make sure your balance is paid in full prior to arrival to minimize any unnecessary direct interaction with staff.

**Pic-Nic-Basket:** Is closed until further notice.

**BATHHOUSE and LAUNDROMAT:** The bathhouse and laundromat will remain open with increased sanitation procedures. These facilities will be sanitized every two hours during operating hours unless it needs to be closed by a State Health Department Mandate.

**RECREATION:** All activities have been suspended thru April 30, 2020. The Jumping Pillow, Splash Pad, Pool and Hot tub are closed until further notice. The Horseshoe Pits and Basketball Court and Ping-Pong tables are open if you bring your own equipment. Social Distancing must be maintained.

Thank you for working with us during this unprecedented time. We will continue to post updates. Your health and safety are of utmost importance to us and we promise we will continue to make decisions with you in mind.

During your stay with us, we would ask that you follow the CDC, Federal, Local and State guidelines during this National State of Emergency. You are the primary person responsible for your own preparedness in this time of COVID-19. We cannot guarantee anyone's safety from any virus or sickness during a visit to Texas Wine Country Jellystone™. This means you accept the risk for yourself and those visiting with you. ***If you are sick, have medical vulnerabilities or are considered at higher risk, please postpone your stay.***

### **COVID-19 Cancellation Policy in effect thru April 30, 2020**

Any RV/Tent site reservation cancelled 7 days in advance will receive a full refund. Any Cabin reservation cancelled 14 days in advance will receive a full refund. For reservations cancelled 3-7 days prior to arrival you will receive a camp credit, less a \$25.00 fee. For reservations cancelled less than 3 days prior to arrival no refunds or camp credit will be issued.

### COVID INFORMATIONAL RESOURCES

- Tracker of global COVID-19 cases by Johns Hopkins Center for Systems Science and Engineering: <https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>
- Institute of Health Metrics and Evaluation COVID-19 projections <https://covid19.healthdata.org/>
- Information regarding state and local COVID-19 responses and contacts [https://docs.google.com/spreadsheets/d/e/2PACX-1vRIJWZJ7OkGUW57\\_rdA2n3xBJ3qjW6u4Z9N6K9Y5L4bM\\_6H7-S308qdKmJfpVstYWF300nyujvZPFSy/pubhtml?urp=gmail\\_link](https://docs.google.com/spreadsheets/d/e/2PACX-1vRIJWZJ7OkGUW57_rdA2n3xBJ3qjW6u4Z9N6K9Y5L4bM_6H7-S308qdKmJfpVstYWF300nyujvZPFSy/pubhtml?urp=gmail_link)