



104. W. Woodin Avenue * P.O. Box 278 * Chelan, WA 98816 * (509) 682-2561 * Fax (509) 682-2177
www.campbellsresort.com

5/7/2020

To our valued guests and Chelan community, we wanted to update you on our COVID-19 preparation as we start to look ahead towards the summer season. During this pandemic, we've implemented daily Wellness Check procedures with our team on site. Effective April 13, we rolled out this new Health Protocol for our entire company - which includes daily infrared temperature scans of all employees in addition to a series of COVID-19 related questions to ensure that our resort is as safe as possible for all guests and staff.

The safety of our guests and team is always our top priority. We've always taken standards for hygiene and cleanliness very seriously, but even more so now, we are focused on taking additional steps to follow the latest sanitary recommendations on hygiene and cleaning - from ongoing staff training and cleaning product protocols to increased frequency of cleaning and disinfecting in public spaces.

Given the health and safety risks posed by COVID-19, we recommend that all guests review and adhere to your local health authorities travel guidance and health advisories related to this outbreak.

For a detailed account of our current and scheduled procedures, please visit our website at campbellsresort.com/covid-19. We will update this section of our website with new procedures as necessary.

Starting immediately, it is now policy at Campbell's Resort for our guests to join us in ensuring the Lake Chelan Valley is safe and healthy by participating in our Health Protocol prior to their arrival. We will be asking a series of COVID-19 related questions one-week prior to their arrival. These questions are as follows:

1. Are you, or any guests in your group, showing symptoms (fever, cough, shortness of breath) associated with COVID-19?
2. Have you, or any guests in your group, been diagnosed with COVID-19?
3. Have you, or any guests in your group, had close contact in the past 14 days with someone who has been diagnosed with COVID-19?
4. Have you, or any guests in your group, been told by a health care provider or public health official you should self-quarantine due to potential COVID-19 exposure, or are you suspected of having COVID-19?





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If you, or any guest in your group, exhibit symptoms or answer yes to the preceding questions, we are unable to accept your reservation at this time and will cancel your reservation without penalty. We appreciate your understanding and cooperation with this new policy.

Additionally, we have taken the following precautions at our facility since this pandemic began and will continue to evolve our practices as we move towards the summer season:

- Each department has a specific COVID-19 operating plan. Please visit our website at campbellsresort.com/covid-19 for more information.
- All team members participate in our Wellness Checks on a daily basis, which includes a daily infrared temperature scan of all employees on campus.
- We utilize hospital grade disinfectant around the property on a routine basis and especially in high-use areas.
- All team members have been outfitted with masks and gloves.
- All team members continue to be reminded of proper hygiene and cleaning. This message is continually reinforced.
- All team members adhere to social distancing guidelines. In the event that we must work in proximity, we have outfitted our team with masks and gloves.
- Additional hand-sanitizing stations have been placed throughout the resort property.

We are responsible to maintain a safe environment for guests, employees, and our community, so we appreciate your understanding, honesty and cooperation with our new policies. If you have questions or concerns, please contact us directly so that we can have this discussion.

As always, stay safe, stay healthy, and we look forward to seeing you all and welcoming you back to our Lake Chelan paradise.

Sincerely,

The Campbell Family

