



Here is a list of the new polices/procedures:

- Check-in paperwork will be emailed at least 2 weeks prior to your check-in date.
 - We will **REQUIRE** guests to sign the paperwork prior to arrival and email back to us. If you do not have the ability to email the signed paperwork, then it must be mailed back to us at least a week prior to arrival. If you have questions about the check-in paperwork please email or call us and we will assist.
- Payment arrangements must be made prior to arrival.
 - If paying via credit card(s) we will get that information from you prior to arrival and will not charge the cards(s) until your arrival date.
 - If paying via check(s) they must be mailed to us at least a week prior to arrival and the check(s) will not be deposited until your arrival date.
 - We will not be accepting cash as payment for the 2020 season.
- We will be enforcing **STRICT** arrival times during your arrival date.
 - At least a week before your arrival date please communicate with your group a realistic & firm arrival time. We will email you within the week before your arrival to communicate with you about your confirmed arrival time that works for your group and us. To ensure your group and other groups checking in on the same day depart as scheduled for your vacations we all must work together to arrive as scheduled.
- We will not provide staff to help load/unload Houseboats
- **WE WILL NOT PROVIDE BEDDING, LINENS, PILLOWS, & TOWELS FOR THE 2020 HOUSEBOAT SEASON.**
 - Guests must bring their own
- We are going to post YouTube videos of orientations for each Houseboat, fishing boat, & hot tubs. A link will be emailed to you along with your check-in paperwork and also a link will be posted on each Houseboat. We

will have staff available to answer any questions during check-in, while on the lake, & check-out. As always, we will provide on water assistance during your stay as needed.

- We will provide complimentary on the water service runs to your Houseboat(s) on Wednesdays & Saturdays. The service runs provide delivery of needed supplies and garbage pick-up. If we have to go off site to acquire requested supplies, you will be charged a service fee for that time expense. Also, requested service runs any other day of the week will be charged a service fee.
- We will be enforcing **STRICT** check-out times for the 2020 Houseboat season and only allowing one Houseboat on each dock at a time.
 - The day before your check-out date we will be communicating with you your check-out time.
 - If you arrive at our docks before your arrival time you will be asked to wait until your scheduled time if dock space and/or staff are unavailable. If you are late for your check-out time you will go to the end of the line. As always if you are more than an hour late for your check-out time you will be charged a half day late fee.
- Final payments will be charged to credit card(s) on file as directed via our guests. Checks will also be accepted for final payments. After final payment guests will be emailed their check-out invoice(s).

As always, cleaning and sanitizing our Houseboats is of the utmost importance. This season we are investing extra time & materials for everyone's safety. We will be taking significant amount of time to clean & sanitize every exposed surface on our Houseboats with EPA certified cleaners/sanitizers specified to combat the COVID-19 norovirus.

We understand some of these new policies/procedures may seem extreme to some of our guests and we wish we could conduct business as normal. To keep our business compliant with state mandates and to help keep the entire resort/Houseboat industry open for business this season we are implementing the above measures. We are going to do our absolute best to minimize the transmission of COVID-19 amongst our valued guests, employees, and local community and we need your help with this by following the policies/procedures listed above.

We look forward to your stay and deeply appreciate your support of our business during this incredibly challenging time.