

Is it safe to vacation?

Traveling safely requires us all to work together. Enhanced health and safety measures are in effect for our members, our guests, and employees. For your safety and that of others, follow all posted instructions while visiting Wilderness Presidential Resort.

An inherent risk of exposure to COVID-19 and other disease exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the CDC, older adults and people who have underlying medical conditions are especially vulnerable. By visiting the Resort, you and your party voluntarily assume all risks related to exposure to disease and COVID-19.

Should I come to Wilderness Presidential Resort for my scheduled vacation?

We are excited to welcome our members and guests at Wilderness Presidential Resort! We all have a part to play to stop the spread of COVID-19. Below is an easy to follow guide to help prevent the spread and have a remarkable experience while visiting our resort based on the restraints outlined in Governor Northam's Executive Order 61:

- Do not travel if you are sick (we really want to see you, when you are well).
- Be flexible and follow the rules. Check-in, activities, and your trip will look and feel a bit different from your last stay with us. That is to keep you and us safe!
- Expect delays. Whether it is welcoming you to our property or enjoying the Adventure Park or Marina, proper social distancing creates some challenges. This is done with the safety of all in mind. Thank you for your patience.
- When at Wilderness Presidential Resort, be sure to read "Our Promise" sign and follow all COVID-19 signage posted in public areas. These signs will help your family safely enjoy the property.
- Plan ahead (as we will have capacity caps per the EO-61 in place to keep everyone safe): Purchase passes and sign up for select activities prior to arrival. Contact our Reservations department for more information at (540) 972-7433, extension 1.

***Seek immediate medical attention if you do not feel well while you are at Wilderness Presidential Resort.*

Can we accept people from states with a stay at home order in affect?

Out of state visitors coming from states with “Lock Down” orders in effect, will be turned away and their reservation will be cancelled. For all locations whether State, county, city or municipality in which a governing authority or health department has implemented an order for residents to shelter in place or stay at home or used similar language with exceptions only for essential travel, and if such order was issued at least 24 hours in advance of a Resort check-in date, our Reservations Staff will cancel the reservations of incoming guests from such areas. Affected guests will be notified of the cancellation as promptly as possible. The Reservations Staff will consult with the New York Times listing of areas that have issued orders: (<https://www.nytimes.com/interactive/2020/us/coronavirus-stay-at-home-order.html>). We encourage all of our owners and guests to monitor this same listing before departing for Wilderness Presidential Resort.

Will face coverings be required to enter Wilderness Presidential Resort?

Yes, the use of appropriate face coverings is required for Guests ages 10 and up. (Per Virginia’s Governor’s [Executive Order 63.](#)) Employees will also wear face coverings when working in customer facing areas. Masks will be available.

How will you clean my rooms?

Accommodations are cleaned following the CDC guidelines, using [EPA-Disinfectant](#). Your unit will be disinfected in addition to the normal sanitation practices of changing linens and thoroughly cleaning rooms. The cleaning staff will wear personal protective equipment (PPE) at all times. Extra attention will be given to common touchpoints such as knobs, handles, tabletops, countertops, and bathroom fixtures. All HVAC filters have been changed before reopening.

What are the social distancing measures in Public Areas?

When visiting our public areas including the gym, fitness center, Adventure Park, pools, Marina and activities please adhere to all signage on the exterior of the buildings. Signage will provide direction and expectations regarding capacity, queuing, and social distancing. It is essential that all persons traveling in your party adhere to the guidelines displayed on the exterior of all locations.

How are you addressing the cleanliness of equipment that Guests use such as mini golf, recreation equipment, and comfort stations?

We have increased the frequency with which our public areas, guest accommodations, and back of the house facilities are cleaned and disinfected, using CDC recommended disinfectants. We also offer hand sanitizer throughout the property for guest and employee use.

Is the Wilderness Camp store open?

Our Camp Store is now open. Please follow all signage and practice social distancing of 6ft between patrons. There will be a limit of 10 patrons at one time and facial coverings are mandatory. (See EO 63.)

When will Day Use resume/When can I bring guests?

Wilderness Presidential Resort reopened as of June 12, for day use and public rentals. Guest Cards are allowed for day use and overnight stays.

Can owners/members have gatherings at their sites?

Governor Northam told Virginians to avoid non-essential gatherings of more than 10 people, per Federal Guidelines. The Virginia Department of Health pointedly say no.

How can I get more information?

Please continue to check our website, wpresort.com. Follow our [Facebook](#) page as well to keep up with our latest posts and info.

How do you care for your employees?

In keeping your health and safety a priority, our employees are taking extra precautions. Each day our employees perform a COVID-19 Self-Assessment and are not permitted to come to work sick. In addition to physical distancing practices, shifts are staggered, face coverings are provided, and employees work from home when possible. Increased sanitation and disinfection of work stations and touchpoints are in place.

What amenities are open?

Amenities will open in phases with direction from the CDC and the Virginia Governor's Office. Currently we offer miniature golf, Jon Boat and Paddle Boat Rentals, along with access to our nature trails Visit wpresort.com for the latest information.

ADVENTURE COURSE – Opens June 27, 2020 to Owners and Non-owners

BEACH AREA – Open with a maximum limit of 20 people at any given time

CRAFTS- Closed

CLUBHOUSE – Closed

DISC GOLF – Open but must bring your own discs.

GAZEBO – Closed

GYMNASIUM- CLOSED until further notice. We are currently looking into ways to open safely.

LAKE SWIMMING – At your own risk

MARINA- Open for Jon Boat and Paddle Boat Rentals.

MINI-GOLF – Open to Owners and Non-owners

OUTDOOR BASKETBALL COURT – Open but must bring your own equipment/basketball

PAVILIONS-

- Ridge Road Pavilion– Groups of 25 people or less
- Recreation Pavilion- Groups of 50 people or less
- Mini Golf Pavilion– Groups of 50 people or less

PLAYGROUNDS – Closed per CDC and NRPA recommendations

POOLS- Open with limited capacity per Governor Northam's EO-65. NO FREE SWIM at this time, at any pool. Each pool requires a reservation. ONE reservation per person, per day, regardless of pool choice. <https://wpresort.com/activity-bookings/>

- The Wilderness Outdoor Pool is open for lap swim and diving only.
- The Presidential Outdoor pool is open for lap swim only.
- The Paulson Indoor Pool is open for water aerobics and lap swim only.

TENNIS COURT – Open