

## **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. For updated Travel Information, please visit the following website, [Traveling Restrictions for COVID-19](#).

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 72](#):

- Do not travel if you are sick (we really want to see you, when you are well). **GUEST PLEDGE**
- 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 Indoor Pool or Gym, 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 Executive Order 72 in place to keep everyone safe): Sign up and reserve your spot for select activities prior to arrival. Visit our website for more booking information. <https://wpresort.com/activity-bookings/>

\*\*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: States -Stay at Home Orders . We encourage all of our owners and guests to monitor this same listing before departing for Wilderness Presidential Resort. [NY Times State Travel Restrictions](#)

**Will face coverings be required to enter Wilderness Presidential Resort?**

Yes, the use of appropriate face coverings is required for Guests ages 5 and up. ([Executive Order 72](#)) Employees will also wear face coverings when working in customer facing areas. Masks will be available to purchase.

**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 upon reopening.

**What are the social distancing measures in Public Areas?**

When visiting our public areas including the Gym, Fitness Room, Wilderness Activity Center, Indoor Pool, Marina and other activities please adhere to all signage on the exterior of the buildings. Signage will provide direction and expectations regarding capacity, mask requirements, 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 closed for the winter season.

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

Wilderness Presidential Resort is open for Owner/Member day use and public rentals. Guest Cards are available for day use and overnight stays.

**Can owners/members have gatherings at their sites?**

“All Public and Private In-Person Gatherings All public and private in-person gatherings of more than 10 individuals who do not live in the same residence are prohibited. A “gathering” includes, but is not limited to, parties, celebrations, or other social events, whether they occur indoors or outdoors.” Please follow the link for more information. [Executive Order 72](#)

### **How can I get more information?**

Please continue to check our website, <https://wpresort.com> and follow our [Facebook page](#) to keep up with our latest posts and information.

### **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 workstations 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.

ADVENTURE PARK – Closed for winter season.

BEACH AREA – Open

BEACH BOAT RENTALS – Closed for winter season.

COOL SPRING LAKE SWIMMING – Closed for winter season.

CRAFTS- Closed

CLUBHOUSE – Closed

DISC GOLF – Open but must bring your own discs.

ESCAPE ROOM – Open, reservations required.

FITNESS ROOM – Open with limited availability, reservations required.

GAZEBO – Open

GYMNASIUM- Open with limited availability, reservations required.

HAZEL'S HOLLER GEM MINE – Open, now located at the Wilderness Activity Center (WAC) for winter season.

MARINA- Open for Jon Boat rentals dependent on the weather.

MINI-GOLF – Open, dependent on the weather.

OUTDOOR BASKETBALL COURT – Open

PAVILIONS-

- Ridge Road Pavilion– Groups of 10 people or less
- Recreation Pavilion- Groups of 10 people or less
- Mini Golf Pavilion– Groups of 10 people or less

PLAYGROUNDS – Open. PLEASE READ-The survival rate of the coronavirus on exterior surfaces is not fully understood. By using the playgrounds, you understand you and your family are doing so AT YOUR OWN RISK. The playgrounds are NOT REGULARLY SANITIZED.

POOLS- Open at 75% capacity. Free Swim allowed. Must sign a waiver upon arrival to the pool.

- Paulson Center – Wilderness Pool (big pool)- Closed for the season.
- Indoor Pool - 20 people based on the VDH mathematical calculations.
- Presidential Pool – Closed for the season.

PRESIDENTIAL TENNIS COURT – Open

TREETOP LOUNGE - Closed