

COVID-19 | Killam Seasonal Resorts

Q&A | April 23, 2021

Killam recognizes that as property owners, business operators, employers and community members, we have an important role to play in managing and controlling the spread of the Covid-19 virus. Killam has been very active monitoring the growing impact of the virus and implementing its Pandemic Illness Plan to help lessen the spread of the virus and maintain the continued good health of all our stakeholders, namely our employees, residents, seasonals, commercial tenants and the broader communities in which we operate.

Killam is confident that with the resolve and care of our committed staff, together with your cooperation, we will successfully contain the spread of the virus.

Questions & Answers

1. Will resort openings be delayed?

Resorts are expected to open on time as per your License to Occupy with the following restrictions.

2. What are the restrictions for seasonal resorts during this lockdown?

Per our Provincial Government and Health Authorities:

O. Reg. 82/20 sections 26: Stay at Home Order Restrictions

- I. **Campsites must be made available only for trailers and recreational vehicles that are:**
 - i. used by individuals who are in need of housing
 - ii. permitted to be there by the terms of a full season contract
- II. Only campsites with electricity, water services and facilities for sewage disposal may be provided.
- III. All recreational facilities in the campground and all other shared facilities in the campground, other than *washrooms and showers, must be closed. ***Please note our washrooms/showers will also be closed.**
- IV. Other areas of the campground must be closed to the general public (may only be opened for preparing the seasonal campground for reopening).
- V. Per O. Reg 265/21 section 19 - 22
 - i. You can attend the property for less than 24 hours if you are attending for one of the purposes set out in the Order (see link below)
 - ii. If you are visiting for more than 24 hours, you must stay for 14 consecutive days before leaving the premises for non-essential reasons;
 - iii. If you need to leave the campground for any non-essential reason, you cannot return to the campground for 14 days

Additional information can be found in the links below:

<https://www.ontario.ca/laws/regulation/200082>

<https://www.ontario.ca/laws/regulation/r21265>

<https://www.ontario.ca/page/enhancing-public-health-and-workplace-safety-measures-provincewide-shutdown>

3. What does this mean for me? You may use your site provided:

- a. You qualify per 2.a i or ii above
- b. You comply with all other covid related restrictions including essential travel, social distancing, etc. and
- c. Prior to arriving you have completed Killam's Covid Waiver and Code of Conduct.

Please note that violation of the Code of Conduct may result in immediate termination of your License to Occupy.

4. Will the office be open to take my payments?

Our office will be closed as required by the lockdown order.

Our office can accept payments by phone, an easy on-line option and by mail, not in person. Please contact your Resort Manager to obtain your account number (T-Code) and the Manager will walk you through our simple on-line payment process.

5. Can I visit the resort now even though it is closed?

Visiting the resort before opening dates is not permitted.

As mandated by the Province of Ontario and the public health authorities, we cannot permit access to our resorts until they officially open. We ask that you follow this guidance and only contact our office by email or phone.

6. My unit is for sale. Will sales personnel be permitted to show my unit, or can I show it myself?

Unit sales are still permitted during this period.

Sales are by appointment only and

Sales personnel are permitted to show your unit however

Owners (you) may not show their own units.

In the event of a sale closing you may not come to the resort to clean out items prior to opening day.

7. Will amenities such as playgrounds, pools, washrooms, recreation halls be open?

No, our amenities will remain closed as required by this legislation. Our public washrooms will also remain closed at this time.

8. Will your store be open?

Stores will remain closed per legislation, however we offer curbside pickup for select items.

9. Will you be open for visitors and transient campers?

No, visitors or transient campers are not permitted at this time per the legislation.



Killam
SEASONAL RESORTS

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