

AdventureUs, Inc



Northwind Resort

. . . On Torch Lake

June 15, 2020

At this time, we are planning on opening to the public on Friday, July 10, 2020. It is imperative that each renter/guest understand that the July 10 date, along with any of the currently defined COVID-19 occupancy requirements, is subject to change by Governor Gretchen Whitmer's declarations at any time.

As you know, the World Health Organization has declared COVID-19 a worldwide pandemic. As a result, federal, state, local governments and state health agencies recommend social distancing, the use of facemasks and hand sanitizers. Compliance with those recommendations is the responsibility of each individual guest while vacationing at Northwind Resort.

During your stay with us, Northwind Resort has put into place additional measures to help reduce the spread of COVID-19. These include:

Guest Health Check:

- Prior to check-in, temperatures of all arriving guests, adults and child(ren), will be scanned. If anyone in your party has a temperature (of 100.4 degrees Fahrenheit), your entire party, regrettably, will not be able to complete check-in and must instead leave immediately.

Waiver:

- Upon arrival, everyone 18 years and older in your party, will be asked to sign a release waiver for each room occupied. Child(ren) under 18 years of age will be covered under this release waiver signature from the parent/legal adult in the room. Northwind Resort cannot guarantee that you and/or your child(ren) will not be exposed to COVID-19. We can only follow state and local guidelines when preparing our rooms for your stay. In all cases, the renter of the room will be responsible to inform everyone in their party of all expectations and requirements. A copy of the release form will be posted on our website (www.northwindresort.com) no later than June 30th. Please review the waiver you will be asked to sign upon arrival. If you have questions, feel free to contact us at (231-322-4554) to discuss.

Office Changes:

- The Office will remain open to phone calls but will be locked for all face-to-face communications; the side window (*under the canopy*) will be used to process payments and/or to speak with you. It is necessary to wear a facemask during any face-to-face communications with the Onsite Manager.
- If you have any further questions or concerns during your stay, you may call the Office (231-322-4554) or come to the canopy window to speak with the Onsite Manager.

In-Room Amenities:

- This year, due to the virus, each room will be thoroughly cleaned then sanitized prior to your arrival. In order to do this effectively, we will be removing all towels, linens and bedding from the rooms. It is your responsibility to bring your own towels, linens, bedding, pillows, blankets and bedspreads and to remove them upon your departure. Please note, each room contains 2 regular length double beds.
- This year, due to the virus, your room will be devoid of dishes, silverware, glassware, pots/pans and kitchen utensils. It is your responsibility to bring these items with you upon your arrival and remove them upon your departure.
- This year, due to the virus, there will be no exchange of towels. It is your responsibility to bring your own towels, bath mats and any other needed linens (*see above*). If your laundry needs to be washed, there are Laundromats in the area.
- Items that will remain in each room are the television & remote control, microwave, toaster, coffee pot and floor fan.

Please Note:

Upon departure from the room that you occupied, it must be void of all items that you brought into the room as stated above. This includes anything in the refrigerator and/or cabinets.

Social Distancing:

- For the health and safety of everyone, Northwind Customers are advised to practice physical distancing by standing/sitting at least six feet away from other people/groups of people not traveling in your party.
- For the health and safety of everyone staying at Northwind Resort, we will be limiting the amount of outside tables and chairs available for use. The loungers also will be removed from the site.
- For the health and safety of everyone staying at Northwind Resort, additional family, friends or guests are not allowed to visit during your stay this year.

We, the Owners of Northwind Resort, are happy we will be able to 'open-our-doors' to accommodate your potential vacation plans. While we have had to curtail some available amenities due to this pandemic, we hope you understand that our goal is the continuance of health and safety of all of our vacationing guests.

Today, we anticipate opening on Friday, July 10, 2020. We realize, that due to COVID-19, our target opening date may have to be moved. If this is the case, a new opening date will be noted on our website (www.northwindresort.com).

Your understanding and cooperation is truly appreciated. If you have questions concerning any of the above, please do not hesitate to call us at (231-322-4554). We will be happy to address them.

May you, your family and friends continue to stay healthy and safe.

Sincerely,
Northwind Resort Owners

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