



BIG NEWS!

Minnesota Governor Tim Walz announces he is turning the dial and loosening restrictions on businesses effective June 10.

[*Fair Hills Resort 2020 Summer*](#)

What this means is that many of the changes that we announced just a few short weeks ago have now changed. We will still be practicing social distancing and taking extra precautions in cleaning and sanitizing. However, we feel these changes will have a significant impact on your experience at the resort so we wanted to update you on what you can now expect to see when you vacation with us this summer. Yay!

Fair Hills Resort will still open on Sunday, June 14.

Fair Hills Vacation

With the new loosening of restrictions, a vacation at Fair Hills will feel like the true destination getaway it is. Many of the updates that were sent out on May 21 have now changed in regard to which facilities and activities will be **available** while you are staying with us. What hasn't changed is our commitment to guest and staff safety and health.

- **Length of Stay** - There are **no restrictions** on your length of stay except there is a 2 day minimum.
- **Guest Rooms (Cabins)** – Along with our normal cleaning protocols, housekeeping staff will disinfect with EPA-approved disinfectant each room's water faucet handles, toilet seats and handles, door and furniture handles and other high-touch items including, nightstands, doors, light switches, temperature control panels, alarm clocks, luggage racks, railings and flooring as well as the entire kitchen.
- **Bedding & Linens** - **No change** from prior years.
- **Maid Service** – Only change here is no daily maid service.
- **Laundry** - No change from prior years.
- **Dining** - The Dining Room will be **OPEN!** We still will ask that you make your meal choices in advance but we are thrilled that we will be able to host you in the Dining Room!
 - **Meal Times** - Meal times will remain the same, unless an occupancy threshold over 50% of the space's capacity is met. At that time, we will adjust and allow for extended hours to safely serve you one of our delicious meals.
 - **Menus** - Our menus will be largely unchanged in format and variety. We have added a few new items and will continue to accommodate all dietary requests.

- **Ordering** - We are going to require that your meal order be submitted ahead of time. We will email the weekly menu to all reservations **10** days prior to your arrival. The order form will be attached. All meal orders are due at least **one day** in advance and sooner if possible. For your convenience, you may turn in your entire weekly order ahead of time, even before you arrive. Please be thorough as same day changes are not possible.
- **Activities** - We are *thrilled* that we will be able to offer some fun family activities this summer. Get ready for BINGO!, golf and tennis tournaments, campfires, trivia, family fishing derbies, closest to the pin, speed golf, cocktail hour singalongs, ice cream socials, and talent shows!
- **Fitness Classes**- Fitness classes are in session for the summer at the resort. Depending on attendance, we will make sure it takes place in a room that meets capacity guidance for safe social distancing.
- **Amenities** -
 - **Pool** - The pool will be OPEN! The hot tub will be OPEN! Occupancy limits must be respected but we are thrilled that we can now offer you the chance to “swim in the pool” while on vacation at Pelican Lake.
 - **Playground** - The playground is **OPEN!!**
 - **Land Games** -We will still be cleaning the equipment as it is returned. These activities are **OPEN!**
 - **Golf Course** - The golf course will be **OPEN!!**. The pins will be modified such that your ball will not drop into the cup so you don’t have to touch the pin. All communal items on the course have been removed for your safety: rakes, benches, ball washers.
 - **Golf Carts** - Golf carts will be available for rental as usual. Family members from the same household will be able to ride 2 per cart. Non-household guests must rent a different cart.
 - **Tennis Courts** - The tennis courts will be **OPEN** and available for use. Please refer to USTA rules.
 - **Non-Motorized Boats** - All non-motorized boats will be available for use. You guessed it-- “you can rent a canoe!” There will be sanitation stations set-up on the beach for you to clean the vessel after each use.
 - **Rental Boats** - We will have our usual fleet of motorized boats available for rent.
 - **Water Mat/Tower/Green Raft** - The tower, water mat, and raft will be **in the lake!**
 - **Massages** - We will still offer massages. You can set-up your appointment in advance of your stay.
- **Lobby/Pavilion** - The lobby will be **OPEN**. The pavilion will be **OPEN**. The 2nd story Library will be **OPEN**. The lower level blue/green room with billiards and ping pong will also now **OPEN**.
- **Soda Fountain** - The Soda Fountain will be **OPEN** with the full menu; ice cream, pop, popcorn, candy, etc. Our service will be modified to follow best practices but rest assured you will still be able to

enjoy your favorite tasty treats. We will also be offering delivery service for online or phone call orders. Yes, this means you can “snack in the cool!”

- **The Perch** - The Perch will be **OPEN** with the full menu. We will also be offering delivery service for online or phone call orders. Imagine yourself sitting lakeside with a cool, refreshing beverage in hand!
- **Gift Shop** - We will now be able to **OPEN** the Gift Shop with some modifications made to maintain social distancing and how merchandise is handled.

Employee Safety & Health

- **Covid-19 Training** – All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping and Resort Operations.
- **Personal Protective Equipment (PPE)** – Available PPE including gloves, and facemask/face shields will be worn by all employees based on their role and responsibilities. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask in any situation that they are in close contact (within 6 feet) of another person. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping.
- **Hand Washing** – All employees have been instructed they must wash their hands every 60 minutes (for 20-seconds) and after any of the following activities: Using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, before or after starting a shift and in before and after starting to clean a new cabin.

Guest Safety & Health

- **Physical Distancing** – Guests will be required to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while on the public dock or moving around the property. All resort departments will comply with, or exceed, local or state mandated occupancy limits. Current CDC guidelines recommend masks must be worn.
- **Sanitation Stations** – Sanitation stations will be available outside throughout the resort, including; at each dock, on the deck, laundry, and the fish cleaning house. Please utilize and sanitize any equipment you use.
- **Upon Check-Out** – Same as prior years. Safe travels and we will see you in 51 weeks!

Reservation Options:

We understand the need for flexibility and creativity in these uncertain times. Because we know you've been counting down the weeks to your Fair Hills vacation we have come up with three options you can choose from. This change in our policy will remain in effect through the end of our summer season. Please let us know at your earliest convenience what option will work best for your family.

- **Keep Your Reservation** - Keep your reservation and stay with us this summer. We will update your bill to reflect the pricing changes and update your dates if applicable. You may have the option to change cabins this summer.
- **Transfer to 2021** - Cancel your 2020 reservation and transfer all payments/deposits to a reservation in 2021. The \$50 cancellation fee will not apply to any deposits immediately transferred to a 2021 reservation.
- **Cancel Your 2020 Reservation** - Cancel your 2020 reservation prior to 30 days of your arrival and receive a refund less a \$50 cancellation fee. If you cancel less than 30 days to your arrival, your deposit is non-refundable.
- **Cabin Dibs** - We will consider the cabin chart as though it were a normal year. If you cancel your 2020 reservation but make a reservation for 2021, you have first dibs on what you would have had in 2020. If you cancel your reservation for 2020 and don't make a reservation for 2021, you relinquish your rights to that cabin. If you switch cabins in 2020, you may not have first dibs on that cabin for 2021. You may have second dibs. We will handle this on a case by case basis. We do not want anyone to lose "their" cabin due to these unprecedented circumstances.

Please reach out to us prior to your 30 day cancellation deadline if you plan to transfer or cancel your reservation.

We still ask for personal responsibility from everyone. We ask that if you are presenting COVID-19 symptoms, cold and flu like symptoms, or have a compromised immune system, please reschedule your vacation with us. We also ask that you follow the recommended CDC guidelines for self-protection. By taking care of yourself, you will take care of others, and for that we thank you. If you are considering traveling from an area identified as a Coronavirus hotspot, we ask that you please postpone your vacation to next year. If you, or someone in your reservation, are sick, or have been exposed to someone who is sick or presenting with COVID-19 symptoms including fever, cough, or shortness of breath:

- **Prior to Arrival** – Please do not come. Contact us immediately and we will work with you to either cancel or reschedule your reservation.
- **During your Stay** - Please notify our office immediately. Please stay in contact with us about your symptoms after you return home.
- **Within Two Weeks of your Departure** - Please contact us to let us know if you have these symptoms and keep us posted on if you get a positive COVID-19 diagnosis.

We will continue to make updates and changes as we get more guidance and work through the details. We are hopeful to be able to add services as the summer progresses. However, we may also need to update and restrict

services, much is out of our control. It is such a different summer and we want you all to know that we so appreciate all of you who have made Fair Hills your summer vacation home. If you feel comfortable visiting again this year, we assure you our best efforts for your safety, and that of our staff is first and foremost on our minds! Vacations are so precious! Our warmest memories are often when we have celebrated time with family and friends. We trust that this summer you'll make the best choice that fits your comfort level. There is a virus out there and as you well know social distancing is not the norm at Fair Hills! We will do our best to make the 95th year one for the memory books! Do you want to remember you were here or is it better for your gang to wait until 2021?

Stay in touch with emails and phone calls!! Thanks to each and every one of you. Please know we are thrilled to call you our guests- *and* our friends!

Take care of yourselves and each other,
The Schupps, Kaldabls, and all the Fair Hills Family

