



Information for our Guests – Bingemans' Camping Resort

Coronavirus (COVID-19) Updated June 15, 2020

We are very excited about re-opening our Camping Resort to all of our Campers. We have been working diligently on new operating procedures to ensure proper physical distancing and sanitation to help protect the health of our Staff Members and our Guests the protocols below are aimed to outline our operational changes for a safe re-opening.

Please carefully consider your personal health factors when making a decision to visit us. We will be ready to serve you when you are ready to return to fun.

What to Expect Onsite

In addition to regular health and safety procedures, the following additional measures have been implemented:

Several signs have been placed throughout the campground explaining policies and friendly reminders to maintain physical distancing. Guests and Staff Members must practice proper social distancing by standing at least 6 feet away from other groups that are not with them.

- At the entrances – Health screening signage is posted, asking guests to refrain from entering if answering yes to any of the following:
 - Do You have a fever, cough or difficulty breathing?
 - Have you travelled in the last 14 days?
 - Have you had close contact with someone who has travelled in the last 14 days?
 - Have you had close contact with someone who has tested positive or presumed positive for Covid-19?
- Floor Markings have been placed in the camping office as well as outside to ensure that guests who are waiting are 6' apart to ensure physical distancing
- Enter Only and Exit Only signs have been placed appropriately to ensure that guests do not enter and exit through the same doors where possible.
- Directional Arrows have been placed throughout the camping office to maintain in and out traffic flow and reduce the amount of cross over, always follow these to keep up physical distancing practices while on the property

- Campers must adhere to social gathering size restrictions which is 10 people and maintain two-metre physical distancing with people outside their household and when outside of their campsites.

Check in at the Camping Office

- All team members will be wearing masks at all times and disposable gloves as required.
- All team members are health screened prior to starting their shift including temperature check
- Plexi glass barriers have been installed between the staff members and guest at point of admission
- Hand sanitizer has been placed at points of entry and exit in the camping office
- All touch points at point of check in will be sanitized by the staff member after each transaction.
- No more than 6 people are allowed in the office at one time and must maintain physical distancing
- Only 1 family member in the office at 1 time. Please ask others to remain in the vehicle or wait outside
- Only 1 person is allowed in the Camping Store
 - Product returns are not accepted
- Contactless payment is available for guests, cash will only be accepted if the guest does not have another form of payment i.e. credit or debit
- Please do not arrive ahead of check in time.

Operational Changes

- Every other campsite will be unavailable for booking to maintain physical distancing between sites
- Only sites in the Chalet Campground and cabins can be booked until June 26th as of June 26th all sites and container cabins can be booked
- Campers are responsible to dispose of their garbage in the dumpsters provided, please do not leave your garbage on your site
- Laundry Facilities are currently not permitted to be open
- Showers are currently not permitted to be open
- The washrooms are open at the Camping Office for camper's use
- Outdoor Minigolf is currently open, campers receive a discount and this must be booked in advance at the Camping Office
- Oasis Pool for campers is scheduled to open June 26th pending approval from Waterloo Region Public Health. Bookings must be made in advance through the camping office. Campers can book a 2 hour timeslot, this ensures that we are managing a 50% capacity for physical distancing.
- Big Splash Waterpark is currently closed until we receive permission from the Provincial Government and Waterloo Region Public Health to open.
- The frequency of cleaning and sanitizing has been increased in all public spaces including washrooms with an emphasis on frequent contact surfaces. All staff members have received training on new COVID-19 safety and sanitation processes

The safety and security of our staff and guests is a priority at Bingemans. As such Bingemans has increased safety, cleaning/sanitizing and taken other measures to aid in preventing the spread of Covid-19 and other communicable viruses and diseases. Despite our increased efforts, due to the infectious nature of these viruses and diseases and the many patrons and guests visiting our facilities and venues or using our services , Bingemans cannot and does not guarantee that our facilities are virus free or that patrons and guests will not be exposed to viruses and other communicable diseases from staff or any other patrons or guests. Accordingly, Bingemans assumes no liability in respect of the spread of any virus or infectious disease and all patrons and guests attending at any Bingeman facility or venue do so at their own risk.

*This document will be updated as new information is available