



Victoria Palms Resort

To our valued guests,

Ensuring your satisfaction with Victoria Palms is very important to us and our top priority is the well-being of our guests and employees.

As we continue to monitor developments around COVID-19, we also continue to take guidance from the state, county health officials, and the [Centers for Disease Control \(CDC\)](#). There are a number of actions we have taken in recent months to help stop the spread of COVID-19. Cleanliness is always a priority and the common areas are cleaned daily as part of our normal course of business.

As a reminder, it is very important that everyone at Victoria Palms follow [CDC guidelines for social distancing and wearing masks](#) within the resort. We ask that you please wear a mask anytime you are gathering among others outside your household. This includes if you are outdoors waiting to participate in a sporting activity unless you are socially distanced, or anytime you are indoors, whether you are socially distanced. **Your cooperation in following these guidelines will help us keep the resort amenities open for all to continue to enjoy this season.**

Also, a reminder we have implemented social distancing protocols for our management office as well, which is open by appointment only. When possible, please call or email our office to discuss any questions or concerns you may have rather than visiting the office in person. When an in-person visit is necessary, please call ahead to arrange an appointment so we can limit the number of people in the office at the same time.

If you are under the weather, we ask that you please follow the guidance from the CDC and local public health officials and remain at your site, and do not visit the office or common areas of the resort. Lastly, we encourage you to stay up to date with the latest information by referring to the CDC and local health department.

Thank you for your patience and understanding as we all work together to keep our resort healthy.

Sincerely,

Rocky Ramirez
Resort Manager