



Victoria Palms Resort

March 9th, 2021

To our valued residents and guests,

Thank you for choosing to spend your time with us at Victoria Palms Resort.

The health and well-being of our guests and employees remains our top priority. With this in mind, we will continue to follow the recommendations and guidelines established by the Centers for Disease Control (CDC) in helping prevent the spread of COVID-19. Your satisfaction with your time at the resort is very important to us, so we'd like to let you know that we plan to maintain the following protocols effective March 10th, 2021 until further notice:

- Face coverings must be worn in all common areas and amenity areas of the resort and social distancing should be maintained among those outside your household.
- Our management office is open to customers. All customers entering the management office must wear a face covering and maintain social distancing. If you prefer to not follow these protocols, you may contact the office via phone or email to address any needs.
- Swimming pools remain open at 75% capacity to allow for social distancing. Hot tubs are open to 50% capacity. Pool and hot tub hours of operation may vary by property. Please check with the property management office for specific hours of operation.
- Remaining outdoor amenities are open at 100% capacity. Please note that guests must bring their own equipment for use on sports courts.
- Indoor amenities are open at 50% capacity to allow for social distancing as recommended by the CDC.
- Certain amenities may experience periodic closures for cleaning purposes.

Thank you for understanding and cooperation as we all work together to enjoy a fantastic season at Victoria Palms Resort.

Sincerely,

Rocky Ramirez

Resort Manager