

Welcome to Lake Louise RV Resort. We are excited you have chosen us for your camping adventure. To help ensure your enjoyment of the resort during these unusual times, a few of our resort procedures have been updated to comply with various Covid-19 recommendations.

BEFORE YOU ARRIVE

- All reservations must be paid in full prior to arrival.
- We recommend that you confirm and identify what businesses are opened, closed, or may have reduced hours in order to get basics including food, health care, medicines, banking, animal care, etc. and how the new normal works in the surrounding area.
- Any and all deliveries will be handled by meeting the driver at the entrance.

HERE'S WHAT'S OPEN

Amenities		Guidelines
Basketball Court	OPEN	Please bring your own equipment
Beach	OPEN	Please practice social distancing both in and out of the water.
Beach Bath House	OPEN	Open 24 hours a day, 7 days a week. Sanitized twice daily
Horse Shoes	OPEN	Please bring own equipment
Kayak Rentals	OPEN	Please Contact Office To Reserve
Pavilion	OPEN	Please practice social distancing
Playground	OPEN	Open 24 hours a day, 7 days a week. Sanitized daily
Pool	OPEN	Open to limited capacity. 10:00 am - 8:00 pm Daily Bring your own chairs. Please practice social distancing both in and out of the pool.
Upper Laundry & Bath House	OPEN	Open 24 hours a day, 7 days a week. Sanitized twice daily

- Office/Store, Snack Bar, and hot tub remain closed at this time. Open amenities may be closed periodically for cleaning.

WHAT WE NEED FROM OUR GUESTS

- Upon entering the resort, each guest agrees to abide by and comply with all current and future guidelines, protocols, processes and executive orders as well as CDC, State and local guidelines as may be amended from time to time during the 2020 camping season.
- As state guidelines and restrictions change, we ask that you please adhere to latest guidance from the [State of Illinois](#) on travel restrictions.

- Where possible, all business interactions with registered guests will be telephonic or through on-line or mobile registration. It is recommended that all guests, staff and visitors adhere to social distancing protocols, wear a face covering, wash hands in accordance with CDC guidelines, and limit the size of gatherings.

WHAT TO EXPECT AT THE CAMPGROUND

- Revised office hours at this time are Thursday thru Monday 9:00 am to 5:00 pm. We will be closed on Tuesday and Wednesday.
- All planned activities and social community gatherings for the 2020 season will be revised to include virtual activities or on site activities that promote social distancing. Follow us @LakeLouiseRVResort.
- Within your arrival packet which can be found at the office, you will find the following items:
 - Printed map with highlighted directions to your site
 - Mirror Tag
 - Copy of these guidelines
 - Property Specific Information
- Ice, Firewood and Propane will be available for purchase during stated office hours.

HOW WE WILL COMMUNICATE TO YOU

- Email, Phone or Facebook

HOW CAN YOU COMMUNICATE WITH US

- Text, Email or Phone
 - We can be reached at (815) 234-8483
- Please do not use Facebook as a communication platform as we will not be checking for any messages, questions or comments nor answering through this medium.
- Please allow a minimum of 24 hours for a response to any of your questions or concerns. Emergencies will be handled as soon as possible.

Thank you for choosing Lake Louise RV Resort. We know you have many choices on where you stay and we understand that there are many adjustments that we are all having to make during this time. We thank you in advance for your patience and cooperation during this new normal of COVID-19.

Remember we are all in this together: so be courteous of others, stay healthy and safe. Most of all ENJOY YOUR STAY!

Thank you for staying with us!

Dale Henricksen
RV Resort Manager
Lake Louise RV Resort