



**538 Mt Vernon Road
Wurtsboro, NY 12790
(845) 888-2161**

Welcome to Catskill 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 gate.

HERE'S WHAT'S OPEN

Amenities	Date Open	Guidelines
Office/Store	OPEN	Open 9 am to 5 pm from Thursday to Monday. No Cash - in house charges to your account or credit cards only. Shoppers must wear face coverings and social distance. Limit of 5 customers in the building at a time.
Laundry Room	OPEN	Sanitized Frequently. Masks are Required when using the laundry. Bring your own quarters.
Skate Park	OPEN	All guests must come to the office to sign an activities waiver prior to using the skatepark.
Pool	OPEN	Open 10 am until dark. Bring your own chairs. 76 person limit as per the State of New York. Please utilize the sign up sheet posted at the entrance to the pool. Please practice social distancing both in and out of the pool.
All Bath Houses	OPEN	Will be closed periodically for cleaning
Cabins	OPEN	Guests bring own bedding, towels, cookware, dishes and utensils
Fishing Pond	OPEN	Please practice social distancing
Pavilion	OPEN	Please practice social distancing. Will be sanitized frequently
Playground	OPEN	Open 9 am to 5 pm. Must practice social distancing. Will be sanitized frequently

- The Snack Bar remains closed at this time. Open amenities may be closed periodically for cleaning.



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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 New York](#) 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 9:00 am to 5:00 pm 7 days a week.
- 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
 - Gate Code
 - Copy of these guidelines
 - Property Specific Information
- Ice, Firewood and Propane 20 lb, 30 lb or 40 lb tanks only will be available for purchase during stated office hours.

HOW WE WILL COMMUNICATE TO YOU

- Email, Phone or Updates on Facebook

HOW CAN YOU COMMUNICATE WITH US

- Text, Email or Phone
 - We can be reached at (845) 888-2161
- 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 Catskill 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!
Meagan Gibbons
RV Resort Manager
Catskill RV Resort