

The COVID-19 outbreak has presented a challenge for all of us. With over 900 acres to spread out and a reduced occupancy, we are confident that we can meet our number one goal of providing a safe vacation for our guests and a safe work environment for our staff. We will be implementing a number of enhanced sanitization procedures and modified practices to ensure everyone's safety. We look forward to providing everyone with a safe and fun-filled vacation. We certainly all need it!

### Overview

- Facial coverings required when social distancing not possible
- PPE worn by all employees based on job requirements
- Sanitization of sporting equipment between each use
- Enhanced sanitization of high touch surfaces in common areas
- Food served by staff only
- Housekeeping service between occupancy only
- Additional hand sanitizer stations added throughout the resort
- All guests and employees with exposure to or symptoms of COVID-19 should stay at home

### Check-In

While we are going to miss all the hugs and handshakes upon arrival, our goal is to ensure a safe check-in for all our guests and staff by enacting the following:

- Touch surfaces will be sanitized between customers
- Employees will wear PPE
- Facial coverings are required at check-in
- We ask guests to maintain social distancing
- We ask that only one family member proceed to the front desk for check-in

## Activities, Recreation and Relaxation

Ridin-Hy has always been about fun, family, and maybe some relaxation. We are confident that our implementation of the following procedures will confirm our commitment to the continuation of these fantastic features.

### ➤ Waterfront

- ✓ Paddle boats, row boats, kayaks, and stand up paddle boards will be sanitized between each use
- ✓ Life vests will be sanitized between each use
- ✓ A time period will be added between fishing trips for sanitization of the seating and fishing gear
- ✓ Loungers will be spread out on beach area to ensure social distancing is maintainable
- ✓ Banana boat rides will be limited to single families or members of your group
- ✓ Tables and chairs on waterfront decks will be spread out to ensure social distancing is maintainable
- ✓ Additional remote seating will be available for maximum social distancing
- ✓ Go out on the lake and escape!

### ➤ Outdoor Recreation

- ✓ A new “Rec Hut” has been added to provide and sanitize gaming equipment for horseshoes, cornhole, shuffleboard, ping-pong, tennis, basketball, volleyball, and softball equipment.
- ✓ A “Rec Hut” staff member will be sanitizing high touch surfaces around the recreation areas throughout the day
- ✓ Throw some shoes or bean bags and relax!

### ➤ Indoor Recreation & Pool

- ✓ Basketballs, kickballs, ping-pong equipment, etc. for our indoor playhouse will be sanitized and distributed by a staff member between uses
- ✓ High touch surfaces in our indoor playhouse will be sanitized on a regular schedule

- ✓ Our continuously monitoring Chlorine based pool sanitation equipment will ensure a safe swimming environment in our indoor pool and jacuzzi
  - ✓ Our resort staff will monitor water sanitation levels per NYS DOH requirements
  - ✓ Sit in the hot tub and fall in love!
- Horseback Riding
- ✓ Facial covering will be required when social distancing is not possible
  - ✓ A time period will be added between rides to allow for sanitation of saddles and reins
  - ✓ Go for a ride and remember simpler times!

### The Main Lodge

A product of the devastating October 2017 fire, our new lodge has provided us with some additional square footage to spread out our operations and help ensure social distancing can be accomplished.

- Tables and chairs will be rearranged to aid in social distancing
- Facial coverings will be required whenever social distancing cannot be maintained
- One-way traffic patterns will be implemented where applicable
- High touch areas will be sanitized on an increased schedule
- Restrooms will be sanitized on an increased schedule
- Seating areas will be arranged for a maximum group size of 10 people

### Food and Beverage

The increased size of our dining and lounge areas will allow us to provide a safe distance between families and groups. Our goal is to serve our guests a great meal or drink in a timely manner while pledging our commitment to doing it safely.

- One-way traffic patterns will be implemented where applicable
- All food will be served by staff members

- Facial coverings will be required any time guests are in line or moving throughout dining or lounge areas
- Social distancing will be required when not adjacent a member of your own family or group
- PPE will be worn by all employees
- Tables will be spaced to accommodate social distancing.
- Maximum table size will be 10 people
- Each family/group will be designated an eating area with appropriate social distancing
- Disposable menus will be used
- Disposable cups will be used
- Utensils and plates will be distributed by ranch staff
- Tabletops, chairs and stools will be sanitized between each usage

