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April 15, 2020

Hello Campers,

It is our hope that this message finds you well and healthy.

First, I want to thank you all for your patience and co-operation to what has been a very trying past few weeks for us all.

At Windmill Family Campground and Auburn Riverside Retreat we have been tirelessly working to prepare our campgrounds for you to enjoy. The Corona Virus crisis continues to be difficult to navigate and has provided many additional challenges that we continue to work through.

Needless to say it was not in our operating budget to forfeit all or part of our camping revenue especially as we have invested in capital projects such as hydro upgrades (Windmill) and septic improvements (Auburn and Windmill) just to name a couple. As we look ahead with uncertainty as to *if or when* our campgrounds can open, we have no choice but to continue with our opening-operations in hopes that we can open soon.

We have had many campers communicate with us their desire to return to their RV (happy spot). We are doing everything in our power to make our campground available to you once we have permission from the government authorities.

As our camping season is now officially cut short by the Provincial Emergency Order there are questions about seasonal fees and what is expected. I have spent much time speaking with other campground owners and have come to the realization that this situation is being treated differently in accordance to what works with their specific campground. There doesn't seem to be a "one size fits all" solution. Saying that, I have reviewed in depth what plans other campgrounds have put forth, and I can say with much confidence that we are taking the median approach that is fair to the campers and the campground.

I am taking the pro-rated approach as it is transparent and simple to understand. In the spirit of transparency, it is my hope to explain my position from an operations standpoint.

As you know our 2020 seasonal fee is $\$2400 + \$312 \text{ (HST)} = \$2712$. Seasonal Campers have already made a deposit in the fall of 2019 of \$500 bringing the total owed to \$2212. The earliest we could open looks to be mid-May at this point in time. As a non-refundable Summer Storage Fee we are asking for \$1000 to be paid by May 1, 2020 bringing the average account to \$1212. From there we will begin to prorate the seasonal fees by each week until we are allowed to



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officially open. The pro-rating will begin June 1st as per the spreadsheet attached.

The \$1000 Summer Storage Fee is necessary for us to operate the entire campground while being vacant. This fee will be used to:

- Provide security on the grounds to keep your RV safe
- Do lawn maintenance on your site as required.
- Make the necessary modifications required by government authorities.

We certainly anticipate additional costs on our end to comply with additional restrictions due to Covid-19. It is our greatest hope that this will not be contentious as it may be our only payment in the worse case scenario of not being able to open at all in 2020.

If you have already made seasonal payments, please be sure your balance is no more than \$1212 owing by May 1st. Please email or call the campground to find out your account balance. If you have already paid in full or end up in a credit position, we will discount the difference on your 2021 winter deposit.

Also, if we have non-cashed cheques (we have not cashed any cheques that were due April 15, 2020), please contact us by phone or email to let us know your direction of whether to deposit them or not.

We also understand that you may be experiencing financial hardship and I want you to know that we can make payment plans based on your individual situation. Please email the campground directly so we can take the time to contact you and make a plan that works for you.

In 2020 we will offer complimentary WIFI as a small gesture of appreciation.

I think it's fair to say we all want 'everything to get back to normal'. As the weather warms up and time goes on this gets truer by the day. Please be assured that when it is time, we will be open for you. We will do our best to provide a safe and fun camping atmosphere, that we all incredibly miss.

Finally, if there are questions or concerns I ask that you call or email the campground directly and not post negative comments on social media. We understand emotions are running high and we would rather address your concerns directly, then in a public chatroom where it is easy to be misunderstood or misled.

Sincerely,

Matt Den Hollander
President - Experience Camping Family of Campgrounds
Auburn Riverside Retreat and Windmill Family Campground

Experience Camping Pro-Rated Payment Plan for Windmill Family Campground and Auburn Riverside Retreat 2020

Campground Opening Date	Prorated Discount Amount (includes HST)	Weeks Remaining	Due within 7 days of Campground Opening (includes HST)	<u>Non-Refundable Summer Storage/Maintenance/Site Reserve Fee = \$1000 DUE May 1, 2020. Seasonal Fee \$2400 + HST = \$2712 - \$500 winter deposit - \$1000 (summer deposit) = \$1212</u>
May 15 to May 30	0.00	24-23	1212.00	* Your account must be brought to a maximum of \$1212 owing by May 1, 2020 email campground to request statement of account
June 1 to June 7	55.09	22	1156.91	* If season is already paid by camper, prorated amount (if applicable) will be deducted from 2021 Winter Deposit due September 1, 2020
June 8 to June 14	110.18	21	1101.82	* Payment plans may be made available by contacting campground
June 15 to June 21	165.27	20	1046.73	* Free WIFI at Auburn Riverside Retreat and Windmill Family Campground
June 22 to June 28	220.36	19	991.64	* Golf cart fee will also be prorated at Windmill Family Campground
June 29 to July 5	275.45	18	936.55	* Additional Covid-19 Restrictions will be in place as required
July 6 to July 12	330.54	17	881.46	* Campgrounds will open as practical in accordance to government regulations
July 13 to July 19	385.63	16	826.37	* Updates will be made on Facebook and Campground Website
July 20 to July 26	440.72	15	771.28	
July 27 to August 2	495.81	14	716.19	* NEW!!! E-TRANSFERS CAN BE SENT TO payments@experiencecamping.ca please include site # and name
August 3 to August 9	550.90	13	661.10	* Cheques can be mailed directly to campground. Contact campground for other payment arrangements
August 10 to August 16	605.99	12	606.01	
August 17 to August 23	661.08	11	550.92	
August 24 to August 30	716.17	10	495.83	
August 31 to September 6	771.26	9	440.74	2021 WINTER DEPOSIT OF \$500 DUE SEPTEMBER 1, 2020
September 7 to September 13	826.35	8	385.65	
September 14 to September 20	881.44	7	330.56	
September 21 to September 27	936.53	6	275.47	
September 28 to October 4	991.62	5	220.38	
October 5 to October 11	1046.71	4	165.29	
October 12 to October 18	1101.80	3	110.20	
October 19 to October 25	1156.89	2	55.11	
October 26 to October 31	1212.00	1	0.00	