



SEASONAL CAMPER NEWSLETTER

fanshaweconservationarea.ca

On behalf of the Upper Thames River Conservation Authority and the staff at Fanshawe Conservation Area, welcome back! We hope you are doing well and have stayed healthy during the pandemic. After a difficult isolation period, we are planning to open for seasonal camping at 8 am on Monday, June 8.

There is a lot of new and updated information in this letter; please take time to read it through. To help speed up the registration process and reduce the amount of contact time with staff within our Conservation Area buildings, we have attached to this email the following documents:

- *Seasonal Camper License*
- *Trailer Sewage Pumping Agreement*
- *Off Season Winter Storage License*
- *Additional Camper/ Additional Swipe Card Form*

With the announcement of seasonal camping being permitted by the Province we were also given provincial direction with regard to our operation. This year's seasonal camping will not be the same as in the past. We have listed below what services we will provide.

Services

- Washroom facilities will remain closed and are subject to the provincial order. Campers must have self-contained washroom facilities within their own unit in order to camp for the season.
- Seasonal campers will be required to use the park's sewage pumping service or hand cart, or to provide their own sewage dump cart.
- The swimming pool will remain closed for the season. The current social distancing limit of 5 people in a group will make the pool unable to open.
- The splash pad, playground and swings will remain closed.
- Our canoe/kayak rentals will not be offered and are subject to the provincial order.
- Laundry facilities will be closed and are subject to the provincial order.



- Wood, ice and fishing worms will be available to purchase with safety measures in place. We will not offer ice cream, freezies or treats, in order to reduce contact time with staff and our buildings.
- The new Fanshawe campground picnic shelter, group camping areas, and social events and programs will not be offered while social distancing and group size restrictions are in place.
- The campground shared grass cutting mowers will be available, on a limited basis, with disinfection between uses. Feel free to also use your own mower.
- The Province's current social distancing requirement is maximum 5 people. This means we are only permitted to allow the permit holder plus 4 additional people on your campsite. Campfires at your site will be limited to only 5 people. Deviations from this provincial requirement may result in eviction.
- Seasonal campers will not be permitted to have visitors to their campsites until the Province's COVID-19 restrictions are eased.

PLEASE NOTE:

In the event the pandemic worsens and we are directed to close, everyone will be required to leave. The pandemic is a very fluid situation and policies and procedures may change during the season to ensure the safety of campers and staff.

New Registration Process

This process has changed from previous years; please read carefully. In order to comply with the provincial COVID-19 direction, we are making every attempt to minimize the amount of contact you will have with staff and other campers. We thank you for your cooperation with this process.

- Registration and payment for your seasonal campsite will take place at the campground Registration Office BY APPOINTMENT ONLY, beginning on Monday, June 1. Appointments will be scheduled in 20 minutes timeslots and will run daily from 10 am to 6 pm.
- We have installed plexiglass in the Registration Office to separate you from staff while registering.
- We will only allow one person to complete the process. For physical distancing we need to limit the number of people within the campground registration office.
- The appointment process is very easy – similar to “curbside pick up.”
 - Read through the Seasonal Camper Licence Agreement, Trailer Sewage Pumping Agreement, and Off Season Winter Storage Agreement (all attached to this email).
 - Send an email back with your name (as the permit holder), your site number, and the phone number where you can be reached.
 - A staff member will call you to set up an appointment to come in and register. Please be patient and wait for us to call you, as this process could take a while depending on the number of responses per day.
- Before arriving for your set appointment, it is crucial that you prepare the following documents to bring with you as they are required for the registration process:
 - Photo ID with your current address (e.g., driver’s licence or passport).
 - Trailer registration/ownership – if the trailer is not in your name, you will need to provide the owner’s current address and phone number for our records.
 - Up-to-date insurance policy for your trailer showing liability.
 - Completed Additional Camper / Additional Swipe Card form (attached) - if you don’t have a printer, please have all of the information written down or in your phone so that our staff can complete your registration / payments during your appointment.
 - PLEASE NOTE – we do not keep any of this information on file. It is up to you to bring it to your appointment.
- At your appointment:
 - You will be required to show your photo ID, trailer registration/ownership, and proof of liability insurance (minimum \$1 million). Unfortunately, we will not accept emailed copies. Staff only need to do a visual check – simply hold the items up to the plexiglass for staff to view. Staff will not touch your personal items.
 - Staff will complete, sign and date the Seasonal Camper Licence Agreement.
 - We will then ask you to read and initial/sign the agreement – please bring your own pen, if possible.
 - You will keep the bottom copy for yourself and pass the original back to the staff.

- Payment:
 - We would prefer that you pay with credit (Visa/MC) or debit to avoid handling cash. Be aware that many debit cards have a one time transaction limit; please contact your bank prior to coming in to have this limit raised to ensure your payment is successful.
 - Staff will disinfect the touch point areas after each use.

Campsite Access

Seasonal campers will be permitted to drive in to their campsites beginning Friday, May 29, from 8 am to 4 pm daily. Overnight camping will not be permitted at this time.

Late Payment Procedure

We would like to remind all campers about the late payment policy. After 12 pm (noon) on June 14, 2020, any outstanding payment will be subject to a \$100 late fee. The fee will increase by \$100 for every week that payment is not received. Campers with outstanding fees will not be granted use of the Conservation Area until payment is made in full.

Refunds

We will not be issuing refunds for seasonal camping this year if you remove or sell your trailer. Should the Province mandate a shutdown, a process will be addressed at that time regarding refunds.

Administration Fees

If you opt to sell your trailer, we will waive the administration fees for the 2020 season. We understand the impacts of COVID-19 may change the situation for some campers and they may need to sell their trailer. We will not add administration fees to impede this process.



Sewage Removal

We have consulted with our local health units regarding handling sewage through our pumping program. At this time, it is noted that the risk of transmission of COVID-19 via fecal matter is low but not zero; there does not appear to be any documented cases where sewage transmission was the source of exposure. We are working with the Ministry of Labour to ensure proper procedures are in place and personal protective equipment is available for staff. At this time, we plan to offer the sewage pumping program but this could change based on direction from health officials. You should be prepared to empty your own black water in the event that the pandemic prevents us from doing so. If you plan to look after sewage on your own, please be sure you have the proper cart to do so.

Black water leaking into the ground will not be tolerated and will result in eviction. You are responsible for ensuring your tanks are in good working order and that all valve handles are freely accessible.

***New* Trailer Sewage Pumping Card:** If you do not require a biweekly or weekly pumping service, consider purchasing a new sewage pumping card. One card buys you 5 individual pumps at \$150 per card. Ask at the Registration Office for more information.

Compliments, Comments, Complaints

Customer service will look a little different this year. Staff will be trained to maintain physical distance from campers and other staff when possible to do so. We require you to do the same. If you have a compliment, comment or complaint, we would prefer you call the gatehouse rather than visiting it.

You Have a Role in Everyone's Safety, Too

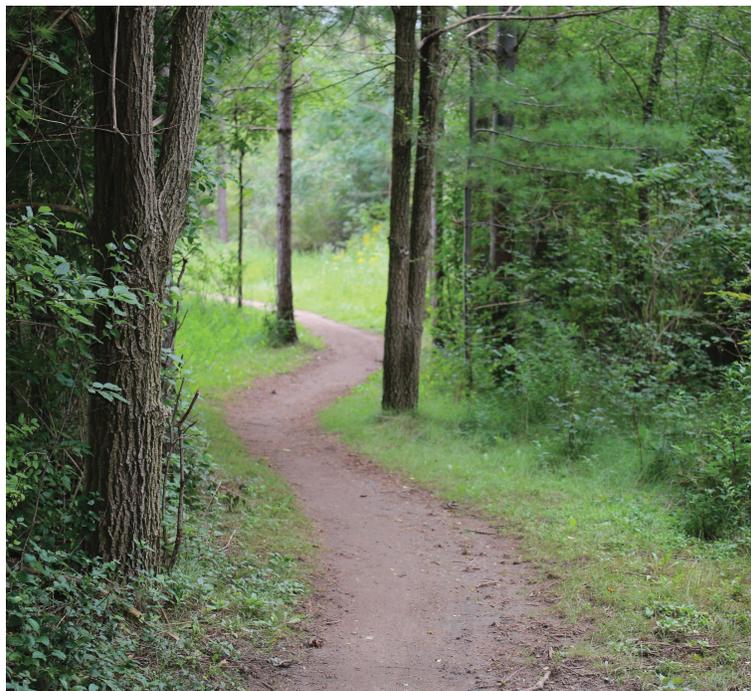
The UTRCA has developed Standard Operating Procedures for staff to following during this pandemic. Provincial Offences Act Officers will be ensuring that you are doing your part as well. The messages from the provincial government and health officials apply not only within your own home, but while camping on UTRCA lands as well.

- If you are sick – stay home.
- Wash your hands frequently with soap and water.
- Respect social distancing requirements both on your campsite and if you are out for a walk.
- Group sizes on sites will be limited to government restrictions, which currently are maximum 5 people.

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Swipe or Pay!

Seasonal campers must always use their swipe card to access the park. If you do not have your card with you, then the \$14 daily vehicle entry fee will apply (no refund). There will be no exceptions to this rule.

If you have sold your trailer or are not returning this year Please contact staff to notify them that you have sold your trailer and give them the new seasonal camper information, OR to let them know that you are leaving the park. If you are not returning, it is your responsibility to remove everything from your site and to notify staff after doing so.

The campground will be open daily from 8 am to 4 pm, beginning Friday, May 29. We will have you sign a "Surrender of Site" form and a staff member will check your site upon completion of the site clean up.

Contact Us

If you have any questions regarding the information in this package, we are available Monday to Friday from 9 am to 4 pm until the park opens for the season. Please call us at 519-951-6181 ext 367. We are looking forward to a safe, fun and enjoyable season. See you very soon!