

# Covid-19 and Killam Seasonal Resorts

Killam recognizes that as property owners, business operators, employers and community members, we have an important role to play in managing and controlling the spread of the Covid-19 virus. Killam has been very active addressing the growing impact of the virus and implementing its [Pandemic Illness Plan](#) to help lessen the spread of the virus and maintain the continued good health of all our stakeholders, namely our employees, residents, seasonals and the broader communities in which we operate.

We have taken steps to increase the ease of communication for our stakeholders and you will now be able to use Killam's website as a resource to find Killam updates and reference materials from the Canadian Government and the World Health Organization.

Killam is confident that with the resolve and care of our committed staff, together with your cooperation, we will successfully contain the spread of the virus.

We have had questions from our Seasonal Resort campers, and we will do our best to provide answers.

## **Questions & Answers in this Uncertain Time**

### **Can you open the property early as I have returned from outside Canada and have nowhere to stay?**

For the safety of our employees and guests, we are unable to open our campgrounds early. Drinking water systems and septic systems cannot be prepared or operational until frost is out of the ground and many roads in the resorts are not clear or too soft to accommodate traffic. As we maintain our commitment to social distancing, our resorts are not currently staffed up to run them effectively and safely.

### **Will the office be open to take my payments?**

To follow social distancing guidelines as recommended by our government agencies, our offices are only able to accept payments by phone, or using our easy on-line option, or by mail, but not in person. Please contact your Resort Manager to obtain your account number (T-Code) and the Manager will walk you through our simple on-line payment process.

### **Will resort openings be delayed?**

We will continue to monitor the situation and provide you with updates as to if/when the resorts will open based on their scheduled opening dates and in relation to direction from government and public health authorities.

### **Will you decrease fees due to potential service interruptions?**

As the situation changes daily, we can't comment on any potential service interruptions at this time. It is still too early to make any decisions concerning fees; however, we have the best interests of our guests and employees in mind. We will take the advice of the public health agencies and governments to make decisions closer to our May 2020 opening dates.

### **Will payment deadlines be more flexible? Will late fees be removed?**

If you are an overnight/transient guest with an existing reservation for May 2020, or if you book between now and April 30, 2020, you can change or cancel your reservation at no charge up to 24 hours before your scheduled arrival.

We will communicate to our seasonal campers in advance of the opening dates, once we have insight into resort openings and related fees. There will be no late fees applied before the season opens.

Our federal and provincial governments are putting plans in place to support Canadians financially affected by the Covid-19 virus; don't hesitate to check out their websites for more details.

### **Can I visit the resort now even though it is closed?**

We cannot permit anyone to visit the resort prior to opening dates. Taking advice from Health Canada, we are encouraging social distancing, and we will be restricting access to our resorts until they officially open. We ask that you help maintain distance by contacting our office by email or phone.

### **My unit is for sale. Will sales personnel still be showing my unit, or can I show it myself?**

Taking advice from our governments and public health authorities, we are encouraging social distancing, and we are restricting access to our resorts while they remain closed.

We will continue to conduct all sale business by phone or email. We will continue to make every effort to assist in the sale of units at each property by alternative selling and marketing means. We understand this is an inconvenience, and we thank you for your understanding during this uncertain time.

### **Please continue to check Killam Apartment REIT's website and our Resort websites for up to date information.**

### **We will get through this by working together; please contact your Resort Manager for further details.**



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