

## **For Johnsonburg Camp and Retreat Center Guest Groups: As of 3/12/20 4 PM**

### **Have there been any cases of COVID-19 at Johnsonburg?**

No, Johnsonburg has not had any cases of coronavirus (COVID-19).

### **What protective or preventative measures are in place at Johnsonburg?**

We ensure we follow best practices in cleaning, food service, public safety and other relevant areas of operations. Staff receive ongoing training and updates about public health concerns. Johnsonburg has increased its precautionary measures, including increasing the frequency of cleaning and disinfecting commonly touched objects. Johnsonburg has also posted signage to remind attendees of effective handwashing.

### **What other groups will be at Johnsonburg before or during my stay? Are any Johnsonburg guests coming from affected areas?**

We are (or will be shortly) in direct contact with all of our guest group leaders regarding upcoming events. We are discussing protocols and plans to help everyone make the best decision.

With respect to the privacy of all guests, Johnsonburg does not share information about individuals. With the situation evolving rapidly, we encourage traveling guests to follow any guidance offered by the CDC and local and state public health authorities. It is important to remember that while this virus was first identified in China, it is not linked to any ethnic or racial group.

### **Where can I learn more about COVID-19?**

- See the CDC website and (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>) World Health Organization for (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>) information about symptoms, transmission, and recent cases.
- For New Jersey-specific updates, see the NJDH website. (<https://www.nj.gov/health/cd/topics/ncov.shtml>)
- For an informative guide for communication with travelers, see U.S. Travel. (<https://www.ustravel.org/toolkit/emergency-preparedness-and-response-coronavirus-covid-19>)

### **How can you protect yourself?**

Practice everyday precautions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

## **What is Johnsonburg's cancellation policy?**

*Cancellations with less than 90 days result in forfeiture of 1<sup>st</sup> and 2<sup>nd</sup> deposits. Deposits are not transferable to another date unless approved by the Executive Director or Business Manager. If this contract and deposit are not returned in 2 weeks, your reservation may be cancelled.*

In light of COVID-19 and how this may affect Johnsonburg guests, we are extending the **following temporary adjustments** to our cancellation policy and group minimum provisions:

- Guest Group Reservations: Groups may transfer the non-refundable deposit to a similar size reservation within the next 12 months.
- Closure: In the event state or local health authorities require a closure of Johnsonburg, the cancellation provisions of the standard policy shall not apply and the group may either donate the deposit or request a refund.
- Availability: All reservation transfers are subject to availability. If a reservation transfer is not possible because of lack of availability, the deposit may be donated or refunded.

Please know that Johnsonburg fees and cancellation policy support and sustain Johnsonburg year-round.