

Dear Valued Customers,

As the world continues to manage the uncertainty and changes required in both our personal lives and in our business operations to combat the COVID-19 outbreak, we want to keep you informed on what Captains Cove Marina is doing to minimize the impact on both our employees and our customers.

Rest assured that the health and welfare of our employees, our families and our customers are our highest priorities, and we are proactively taking steps to protect people while continuing to provide service and assistance to our customers behind the scene. The Premier Joh Horgan in his address to British Columbia on March 31 has asked all residence and business to remain in isolation. At this time, we will be **delaying** the opening of our 2020 season, to do our part in keeping our staff and customers safe during these unprecedented times.

We are adhering to social distancing mandate that has been set forth by our provincial and federal government and ask that our members pay their moorage online as we continue to do our part in reducing exposure to staff. Payments can be made at www.captains.cove.ca. We have implemented e-transfers to captains.cove.marina@gmail.com for your convenience. Please use your invoice number for the password. Please respect the situation by keeping our staff and family healthy by making your payments online.

What does this mean for your 2020 Moorage:

During uncertain times, we understand that there is anxiety, but rest assured when conditions have improved your slip will be available to you. Its important to Captains Cove that our members do not loose their slip during this pandemic. In our effort to help member stay current with their account we are extending the due date of the 2020 moorage to April 30, 2020.

Currently as we navigate this pandemic, the lake levels have remained low and the temperatures are still below zero during the night. This is historic to a long winter here in Salmon Arm.

As the provincial government lifts the restrictions on the current pandemic, to protect our members and staff, we will be implementing an appointment only policy to safeguard the health and wellbeing of all involved. Your safety is our number one concern. Upon opening we ask that you call for an appointment. For your convenience, we ask that members come into the upper showroom for your appointment. Please do not come to the house.

What we have done/What we are doing:

- We are following (World Health Organization) guidelines in our work environment and the promoting best practices for customer and employee health and safety at this time
- Keeping current with updates from the local provincial and federal government requests
- Eliminated walk-in customers
- Eliminated unnecessary visitors at our facility

Our operational status:

We are continuing to prep for the 2020 season start up

Setting up guidelines for extensive cleaning of all handrails and surfaces

Prepping gas dock for recommended social distancing

Repairing of docks from ice damage

We are all in this together. We will continue to monitor the COVID-19 situation and will follow guidance from public health officials and government agencies, so we can continue to support and keep our customers safe.

For more information about COVID-19 and what you can do to keep healthy and safe, visit the government website www.canada.ca

Sincerely,
Captain's Cove Marina
Ryan Halcrow and Renee Parker
Owners