

SUGGESTED PHASED RE-OPENING OF RV PARKS AND CAMPGROUNDS



How to Use this Document Effectively.....	3
Things to Consider in the First Phase of Re-Opening	4
Things to Consider in the Second Phase of Re-Opening.....	6
Things to Consider in the Third Phase of Re-Opening.....	8

NOTE: Your state or local government may reopen based on a plan with more than three phases. This document is only intended to be a starting point to get you thinking about how a phased approach to re-opening could look, so use these suggestions as a template to customize your own plan.

**** READ THIS FIRST! ****

This document does not suggest standards or hard-and-fast guidelines, but is intended to be a flexible starting point only, to help you create a plan that works for your unique park and/or discuss what re-opening looks like with your state and local governments. It is important to remember there is not a one-size-fits-all approach to reopening, so you will need to **work closely with your state and local governments and adjust this document accordingly.** The phases offered in this document are meant to loosely align with the phased approaches currently being taken by most states. Again, if your state is approaching the reopening of businesses, including RV parks and campgrounds, you will want to customize this document accordingly.

For example, your state or county may have a four-phased approach rather than a three-phased approach, or maybe something that is in Phase 1 of this document would work better for your situation if it were in Phase 2. **It is meant to be a starting point to allow you a chance to think about what could be included in each phase of reopening.**

If you have any questions about this document, please contact ARVC at 303-681-0401 or info@arvc.org.

General Campground Operation

- Reservations, check-in and check-out process should be contact free
- To ensure proper social distancing, consider putting extra space between RVs when possible.
- The campground should consider only accommodating RVs that are self-contained with their own restrooms, showers and appliances
- No Group, Tent or Cabin Camping (If your campground has access to use a CDC/EPA-approved cleaning device, such as a disinfecting fogger, tent and cabin camping would potentially be viable)
- Consider having guests sign a waiver to follow Health Department guidelines and risk removal from the campground if there is a violation. NOTE: Waivers are state-specific and should be received and/or approved by your state/local government and legal counsel.
- Consider securing the entrance to your campground to limit and/or restrict access to registered guests only. Consider creating and enforcing a no-visitor policy.
- Social distancing of a minimum of 6 feet between all occupants and employees; recommended all employees and guests wear masks
- Guests should be responsible for placing their own garbage into a commercial dumpster provided by campground management
- Guests should be provided with appropriate information about the campground's rules and prevention measures during check-in and signage throughout the premises
- Provide regular communication on COVID and campground policies and updates on your website and social media channels

Bath Houses and Restrooms

- Consider keeping all shared bath houses and restroom facilities (including showers) closed, especially if your guests all have self-contained RVs with water.

Camp Store

- Consider making guest purchases from the office or store a contact-free process where guests can order via phone, employees leave items outside for customer pickup (or deliver direct to the site) and charge to a credit card over the phone.

Communicating with Customers

- During this crisis, campground should consider sending out email and/or text updates as needed regarding the campground policies and any other information the customer may need to know
- Campground should consider also updating other communication channels with regular updates
- Signs should be posted accordingly to communicate new procedures, rules, closures, etc.

Dump Station

- Dump station should be open, but to registered guests only and employees should maintain a regular cleaning schedule
- Proper signage should be placed around the dump station to effectively maintain proper social distancing

Laundry Facilities

- Laundry facilities should re-open only if a proper cleaning schedule can be maintained. For details on procedures and best practices, refer to the "Laundry Facilities" section of "[Re-Opening RV Parks and Campgrounds: A Guide for the Outdoor Hospitality Industry](#)"

Postal Services

- A sign should be posted on the door of the office requesting all deliveries to be left in front of the office
- Mail should be picked up by employees and customers should be notified to pick it up in a neutral location
- Customers should be contacted by phone, text or email and asked to pick up their package in front of the office

Propane Services

- Consider having guests call the office to request propane fill-up service
- Consider a process where guests drop off tank at designated area, campground employees tag the tank with the guests' name, fill the tank and leave for guest pickup.
- Payment should be handled by credit card and charged by phone

Recreation and Activities

- Consider removing playground equipment (if possible). If removal is not possible, render it inoperable or clearly indicate its use as prohibited.
- All group and event activities should be cancelled
- Recreation halls, volleyball courts, etc. should remain closed
- Swimming pools, spas and beaches should remain closed

Employee Management

- Consider staffing the facility on a limited basis to maintain basic operating functions
- Consider maintaining the property by mowing, trimming, tree trimming and maintenance as needed and as possible during times of crisis
- Proper social distancing should be practiced at all times among and between employees and guests
- All employees should maintain use of proper personal protective equipment (PPE)
- All employees should maintain proper hand hygiene and cough and sneeze etiquette and should avoid touching their face
- Employees should not share communication devices or personal protective equipment (PPE)
- Post proper signage to inform employees and guests of new policies, rules, procedures to follow

General Campground Operation

- Check-in and check-out process should remain contact free
- To ensure proper social distancing, consider putting extra space between RVs when possible.
- The campground should consider only accommodate RVs that are self-contained with their own restrooms, showers and appliances
- No Group, Tent or Cabin Camping (If your campground has access to use a CDC/EPA-approved cleaning device, such as a disinfecting fogger, tent and cabin camping would potentially be viable)
- Guests should be responsible for placing their own garbage into a commercial dumpster provided by campground management
- Consider having guests sign a waiver to follow Health Department guidelines and risk removal from the campground if there is a violation. Waivers are state-specific and should be received and/or approved by your state/local government and legal counsel.
- Consider securing the entrance to your campground to limit and/or restrict access to registered guests only. Consider continuing to enforce a no-visitor policy.
- Social distancing of a minimum of 6 feet between all occupants and employees; recommended all employees and guests wear masks
- Guests should be provided with appropriate information about the Campground's rules and prevention measures during check-in and signage throughout the premises
- Campground providing regular communication on COVID and campground policies and updates on your website and social media channels

Bath Houses and Restrooms

- Consider keeping all shared bath houses and restroom facilities (including showers) closed, especially if your guests all have self-contained RVs with water.

Camp Store

- Consider making guest purchases from the office or store a contact-free process where guests can order via phone, employees leave items outside for customer pickup (or deliver direct to the site) and charge to a credit card over the phone.

Communicating with Customers

- During this crisis, campground should consider send out email and/or text updates as needed regarding the campground policies and any other information the customer may need to know
- Campground should consider also update other communication channels with regular updates
- Signs will be posted accordingly to communicate new procedures, rules, closures, etc

Dump Station

- Dump station should be open, but to registered guests only and employees should maintain a regular cleaning schedule
- Proper signage should be placed around the dump station to effectively maintain proper social distancing

Laundry Facilities

- Laundry facilities should re-open only if a proper cleaning schedule can be maintained. For details on procedures and best practices, refer to the “Laundry Facilities” section of [“Re-Opening RV Parks and Campgrounds: A Guide for the Outdoor Hospitality Industry”](#)

Postal Services

- A sign will be posted on the door of the office requesting all deliveries to be left in front of the office
- Mail will be picked up by employees and customers will be notified to pick it up in a neutral location
- Customers will be contacted by phone, text or email and asked to pick up their package in front of the office

Propane Services

- Consider having guests call the office to request propane fill-up service
- Consider a process where guests drop off tank at designated area, campground employees tag the tank with the guests’ name, fill the tank and leave for guest pickup.
- Payment will be handled by credit card and charged by phone

Recreation and Activities

- Recreation Halls, Mini Golf, Volleyball Courts, Horseshoe Pits, etc. should remain closed
- Swimming Pools, Spas and Beaches should remain closed
- Consider removing playground equipment (if possible). If removal is not possible, render it inoperable or clearly indicate its use as prohibited

Employee Management

- Consider staffing the facility on a limited basis to maintain basic operating functions
- Consider maintaining the property by mowing, trimming, tree trimming and maintenance as needed and as possible during times of crisis
- Proper social distancing will be practiced at all times among and between employees and guests
- All employees should maintain use of proper personal protective equipment (PPE)
- All employees should maintain proper hand hygiene and cough and sneeze etiquette and should avoid touching their face
- Employees should not share communication devices or personal protective equipment (PPE)
- Post proper signage to inform employees and guests of new policies, rules, procedures to follow

General Campground Operation

- Check-in and check-out process should remain contact free if possible. Re-opening indoor check-in and store amenities should limit the number of people inside at one time. For details, see the “Check-In and Store” section of [“Re-Opening RV Parks and Campgrounds: A Guide for the Outdoor Hospitality Industry”](#)
- Guests should be responsible for placing their own garbage into a commercial dumpster provided by campground management
- Consider having guests sign a waiver to follow Health Department guidelines and risk removal from the campground if there is a violation. NOTE: Waivers are state-specific and should be received and/or approved by your state/local government and legal counsel.
- Guests should be provided with appropriate information about the campground’s rules and prevention measures during check-in and signage throughout the premises
- Provide regular communication on COVID and campground policies and updates on your website and social media channels

Bath Houses and Restrooms

- Consider re-opening the number of bath houses slowly and/or reducing the number of sinks, stalls, and showers to encourage proper social distancing (ie. Close off every other sink, toilet, shower, etc)
- Post a cleaning schedule and log to ensure regular cleaning and disinfecting process using EPA-approved cleaners and following CDC guidelines. For details on cleaning procedures and general best practices, refer to the “Bath Houses and Restrooms” section of [“Re-Opening RV Parks and Campgrounds: A Guide for the Outdoor Hospitality Industry”](#)

Camp Store

- Consider letting a limited number of guests at a time enter the camp store
- Proper signage should be placed inside and outside the store to effectively maintain proper social distancing

Communicating with Customers

- During this crisis, campgrounds should consider send out email and/or text updates as needed regarding the campground policies and any other information the customer may need to know
- Campground should consider also update other communication channels with regular updates
- Post signs accordingly to communicate new procedures, rules, closures, etc.

Dump Station

- Dump station should be open, but to registered guests only and employees should maintain a regular cleaning schedule
- Proper signage should be placed around the dump station to effectively maintain proper social distancing

Laundry Facilities

- Laundry facilities are open and employees should maintain a regular cleaning schedule
- Proper signage should be placed inside and outside the laundry facility to effectively maintain proper social distancing
- For details on procedures and best practices, refer to the "Laundry Facilities" section of "[Re-Opening RV Parks and Campgrounds: A Guide for the Outdoor Hospitality Industry](#)"

Postal Services

- Postal services at the campground are open
- Proper signage should be placed inside and outside the postal facility to effectively maintain proper social distancing

Propane Services

- Propane services at the campground are open
- Proper signage should be placed in and around the propane service area to effectively maintain proper social distancing

Recreation and Activities

- Recreation halls, mini golf, volleyball courts, horseshoe pits, etc. allowed to open with proper social distancing guidelines in place. All activities that cannot ensure proper social distancing should remain closed.
- Swimming pools, spas and beaches are allowed to open with proper social distancing guidelines in place. These amenities should remain closed if proper social distancing cannot be enforced.
- Playground equipment allowed to open and should be thoroughly cleaned and disinfected twice daily (at minimum). Social distancing should be maintained.
- For details on cleaning procedures and general best practices, refer to the specific recreation and activities sections of "[Re-Opening RV Parks and Campgrounds: A Guide for the Outdoor Hospitality Industry](#)"

Employee Management

- Campgrounds should staff the facility to maintain all functioning areas of the park
- Campgrounds should consider maintaining the property by mowing, trimming, tree trimming and maintenance as needed and as possible during times of crisis
- Proper social distancing should be practiced at all times among and between employees and guests
- All employees should maintain use of proper personal protective equipment (PPE)
- All employees should maintain proper hand hygiene and cough and sneeze etiquette and should avoid touching their face
- Employees should not share communication devices or personal protective equipment (PPE)
- Post proper signage to inform employees and guests of new policies, rules, procedures to follow