

*Bakersfield*  
**River Run**  
**RV Park**

3/22/2020

**To those currently staying in the park:**

I first want to thank every one of you staying with us for your understanding as we navigate a situation that none of us have ever encountered or experienced before. While a few have not been happy with some of the changes that we have implemented know that we are making those changes in order to serve and protect you and your families to the best of our ability. Thank you to everyone who is supportive of these changes. We have had some common questions asked that I would like to answer for you.

- **I need to use the restroom immediately.** – We are doing our best to make the restrooms and showers as available as possible without compromising our ability to keep them sanitized. We have received guidance from some experts to close them completely unless they can be sanitized between each use. Instead of completely closing them we have chosen to schedule use of the showers on a per site basis to both allow you to use them while making them available to as many people as possible. We understand that many of you rely upon using the park restrooms and apologize for the inconvenience. Part of RV Parks ability to remain open during this crisis is the fact that each individual unit is required to have their own facilities. If you don't have functioning facilities, then I would recommend getting those repaired ASAP. The restrooms at the office will also be easier to get into as those are not scheduled in advance but rather on a as needed basis.
- **How does scheduling the showers work?** – The office is taking reservations for use of the showers. Showers will be scheduled in 30 minute time blocks. Please call or text the office, you don't need to come into the office, and we will do our best to schedule use of the showers for your site at a time that works best for those in your site. Each shower facility has three shower stalls with shower curtains so you should be able to maintain privacy while showering. We ask that each site only sign up for one time slot each day. If you have more than three people in your RV using the showers let us know and we will try to give you a little extra time in the showers. At this point we are only scheduling showers to be used between 8:00 AM- 4:00 PM. Once things have stabilized and we have a better grasp on usage patterns we may be able to adjust and become more flexible.

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- **Why do the Laundry Rooms have to remain locked after sanitizing?** – In order to properly sanitize the surfaces all sanitizers require a certain contact time to kill viruses and bacteria. The sanitizer we are using is used both in food service and in hospitals. Along with the contact time it is also required to be allowed to air dry after application. The laundry rooms will be reopened as soon as possible after sanitizing. If you are in the middle of washing clothes when we sanitize your laundry will not be disturbed and you will be able to use the laundry room as soon as we reopen it, within 10 -20 minutes of us locking the laundry room.
- **When will we reopen the rec room, pool and BBQ** – We don't want to have them closed any more than you want them closed. They will reopen as soon as we receive guidance that it is safe and prudent to reopen them. Many are speculating about how long this will last but at this time we can't give any estimate as to when we will reopen those amenities.
- **If you have not received any previous communication about our new policies and procedures we will be posting**

Again, we appreciate your understanding as we work through this. Please feel free to email [info@riverrunrvpark.com](mailto:info@riverrunrvpark.com) or call or text 661-377-3600 with any questions or concerns that you have.