

THE TIDES

RV RESORT BY ZEMAN

June 17th, 2020

Dear Valued Residents and RV Guests,

While Florida's Governor's orders have been modified to allow more businesses to open, we will continue moving forward with a phased approach to re-opening. We want to continue providing you with as much information as possible about our efforts to help keep our residents, RV guests, vendors and employees safe and healthy during our reopening.

We will move into phase two as detailed below:

- **Phase Two Restricted Operations:** This phase will be focused on opening our indoor amenities; however, restrictions and/or operational modifications may still apply with reduced availability of certain amenities and common areas.

Please note the above is subject to change in accordance with State and local guidelines.

As of Thursday, June 18th, 2020, our fitness facilities, clubhouses including, kitchens, libraries, billiard rooms, rest rooms, ballrooms, multi-purpose rooms and some offices if located within the clubhouse will be open for residents and RV guests use at all of Zeman's Florida manufactured housing communities and RV resorts. All residents and RV guests will be required to sign a Waiver of Liability and Indemnification Form and follow all established Zeman Phase One and Two Reopening Protocols in order to use the amenities. If you have not already signed a waiver please reach out to your Community or Resort Manager to obtain a copy for review, signature and return to the Management Office. If a resident or RV guest chooses not to sign the waiver form please know that you will not be allowed to use the amenities at the community or resort during phase one or two reopening.

ZEMAN AMENITY PHASE TWO REOPENING PROTOCOL

FLORIDA COMMUNITIES & RESORTS

June 16th, 2020

In order to satisfy customer demand, Community / Resort Owner is reopening amenities at all Florida MH communities and RV resorts. However, Community / Resort Owner strongly recommends that residents and RV guests NOT use such facilities because of serious health risks and safety concerns related to COVID-19.

Residents and RV Guests who choose to use the facilities and/or amenities are doing so at their OWN RISK and Community / Resort Management/Owner will not be liable for their health and safety.

Please be advised that the Governor of Florida has strongly encouraged senior citizens and those with underlying conditions to stay home; people are to avoid congregating in groups of 50 or more in any public place that does not allow for social distancing and CDC guidelines must be followed.

With that being said, amenities will open with the following restrictions:

GENERAL RULES

1. The amenities are for use by community and resort residents and RV guests only. No outside visitors permitted. No Exceptions.
2. All Registered Residents and RV Guests choosing to use community and resort amenities must sign the Waiver of Liability and Indemnification Agreement.
3. Community Owner and Management continues to follow the guidelines from local, state, and federal governments, along with the recommendations set forth in any Executive Orders from the Florida Governor and Residents and RV Guests must do the same.
4. Residents and RV Guests must follow guidelines from the CDC regarding social distancing and recreational activity safest practices at all times. These include the following: (a) stay at home if you are sick or have been in contact with others who are sick with the last 14 days; (b) washing hands frequently for 20 seconds with soap and water or using hand sanitizer if soap and water are not available; avoiding close contact with others by maintaining 6 feet of separation; covering nose and mouth with a cloth face covering when in public; and covering coughs and sneezes.

5. DO NOT USE THE AMENITIES IF YOU:

- Are exhibiting any symptoms of the coronavirus: mild to severe respiratory illness with fever, cough and difficulty breathing, or other symptoms identified by the CDC.
- Have been in contact with someone with COVID-19 in the last 14 days.
- Are a vulnerable individual and your state and your region is in Phase One or Phase Two. A vulnerable individual is an elderly individual and/or an individual with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma and those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy. (For states and regions in Phase Three, a vulnerable individual can resume public interactions, including playing tennis, but should practice physical distancing.)

****** Phase Two reopening protocols are outlined below:**

OFFICES WILL REMAIN CLOSED: We will continue to use phone, email and zoom options to service existing residents and RV guests. Appointments can be scheduled with Managers and staff to take care of in person needs, please note employees and customers will be required to wear masks while interacting.

FITNESS FACILITIES

- USE AT YOUR OWN RISK
- Fitness hours are 8am to 8pm
- Based on fitness room occupancy 50% max capacity.
- Limit equipment use to 30 mins
- Residents / RV Guests must clean and sanitize all equipment before and after use.
- Community / Resort Owner and Management have provided sanitizer wipes to be used to wipe down before and after use.
- Housekeeping will clean and sterilize daily.
- Community Owner and Management have labeled equipment 'out of use' to be in compliance with social distancing protocols per CDC guidelines. DO NOT REMOVE SIGNAGE.
- If residents / RV guests are waiting to use the fitness equipment, limit your stay so everyone has the opportunity to use the fitness room
- Be conscience of the CDC recommendation for Social distancing - maintain a 6-foot separation from others

Clubhouse

USE AT YOUR OWN RISK

- Clubhouse hours 8am to 8pm.

- All persons in Florida are encouraged to avoid congregating in groups larger than 50, based on this no more than 50 residents or RV guests will be allowed in the clubhouse building at any given time.
- Residents / RV Guests must wear a mask when inside the clubhouse building
- Residents / RV Guests must clean and sanitize all equipment before and after use.
- Community / Resort Owner and Management have provided sanitizer wipes for use.
- Housekeeping will clean and sterilize daily.
- If residents / RV guests are waiting to use the clubhouse, limit your stay so everyone has the opportunity to use the clubhouse.
- Continue to follow all CDC recommended guidelines including, but not limited to, social distancing, washing hands more frequently, wearing masks, etc.

*****Phase one reopening protocols are outlined below:**

**SPORT COURTS (includes Tennis; Bocce; Shuffleboard; Pickleball; Horseshoes)
USE AND PLAY AT YOUR OWN RISK**

PREPARING TO PLAY

- Protect against infections:
 - Wash your hands with disinfectant soap and water (for 20 seconds or longer) or use a hand sanitizer if soap and water are not readily available, before going to the court.
 - Clean and wipe down your equipment, including racquets and water bottles. Do not share racquets or any other equipment such as wristbands, grips, hats and towels.
 - Bring a full water bottle to avoid touching a tap or water fountain handle.
 - Use new balls and a new grip, if possible.
 - Consider taking extra precautions such as wearing gloves.
 - If you need to sneeze or cough, do so into a tissue or upper sleeve.
 - Arrive as close as possible to when you need to be there.
 - Avoid touching court gates, fences, benches, etc.
 - Community Owner/Management will not provide any equipment.

WHILE PLAYING

- Try to stay at least six feet apart from other players. Do not make physical contact with them (such as shaking hands or a high five).
- Playing doubles is only permitted if players on each team are from the same household. If you do play doubles, avoid all incidental contact. NO Bryan Brothers Chest Bumps and NO whispering to each other from a close distance to strategize.
- Avoid touching your face after handling a ball, racquet or other equipment. Wash your hands promptly if you have touched your eyes, nose or mouth.

- Avoid sharing food, drinks or towels.
- Use your racquet/foot to pick up balls and hit them to your opponent. Avoid using your hands to pick up the balls. We recommend marking your own balls and having competitors do the same.
- Stay on your side of court. Avoid changing ends of the court.
- Remain apart from other players when taking a break.
- If a ball from another court comes to you, send it back with a kick or with your racquet.
- **NO MORE THAN 50 RESIDENTS AND RV GUESTS AT ONE AMENITY AREA AT ANY TIME**

AFTER PLAYING

- Leave the court as soon as reasonably possible.
- Wash your hands thoroughly or use a hand sanitizer after coming off the court.
- Showering at home is strongly recommended.
- No extra-curricular or social activity should take place. No congregation after playing.
- All players should leave the facility immediately after play.

USE OF SPORT COURT EQUIPMENT

Although unlikely, it's possible that sports equipment can transmit the COVID-19 virus, as virtually any hard surface can transmit the disease. So here is an extra precaution you can take to keep safe when playing tennis:

- Sanitize sports equipment in between use
- Use hand sanitizer in between play.
- Strongly recommend that you utilize your own equipment and do not share equipment
- Community owner and management will not provide equipment

POOL & SPA

- **USE AT YOUR OWN RISK**
- Pool & spa hours are 8am to 8pm
- Each resident and RV guest needs to sign in on the Pool & Spa Sign in Sheet located at the gate to the pool / spa.
- Based on pool area occupancy, 50% max occupancy at any one time in the pool enclosure.
- Community Owner and Management have reconfigured pool furniture to be in compliance with CDC guidelines based on pool decking size and number of occupants allowed in the pool / spa area. **DO NOT MOVE FURNITURE.**

- Community Owner and Management have provided sanitizer stations on the pool deck for residents and RV guests to wipe down furniture before and after use.
- Housekeeping will clean and sanitize furniture, pool/ spa railings and gates daily
- Provide Hand sanitizer for guest use.
- If resident or RV guests are waiting to use the pool, limit your stay so everyone has the opportunity to use the pool
- Be conscience of the CDC recommendation for Social distancing - maintain a 6 foot separation from others
- 2 persons max allowed in the spa at one time to ensure social distancing of 6 feet.

RESTROOMS / BATHHOUSES

- USE AT YOUR OWN RISK
- Community Owner and Management strongly recommends you do not use the bathroom facilities. We cannot clean the bathroom facility after every use and by using the bathroom you are putting yourself in potential danger including potential death
- Only one person permitted to be in restrooms at a time
- Use sanitizing wipes before and after use; Community Owner and Management have provided sanitizer wipes to be used to wipe down before and after use.
- Wash hands
- Housekeeping will clean and sanitize restrooms daily

LAUNDRY

- USE AT YOUR OWN RISK
- Laundry room hours are 8am to 8pm
- Community / Resort Owner and Management strongly recommends you do not use the laundry facilities or the bathroom facilities. We cannot clean the laundry room facilities after every use and by using the laundry room you are putting yourself in potential danger including potential death
- Limit 2 persons in the laundry room at a time
- No loitering or waiting for laundry to be washed or dried
- All CDC guidelines must be followed including wearing of a mask
- Resident must clean and sanitize by wiping down after use; Community / Resort Owner and Management have provided sanitizer wipers to be used to wipe down before and after use
- Housekeeping will clean and sterilize daily
- All furniture has been purposely removed

We are in this together and it will take a combined effort to ensure everyone's health and safety as we move forward with our phase two reopening. Please know that local

law enforcement and agencies such as the Department of Health are and have been visiting the community and resort to monitor the use and conditions of our amenities and will continue to do so. It is our sincere hope that all residents and guests will easily adapt to our phase two reopening protocols to ensure the continued enjoyment of our amenities by all. Management does not expect to run into enforcement concerns however if we do we will take the appropriate steps to address and resolve the situation up to and including loss of amenity use.

Should you have further questions or concerns regarding the information contained in this letter, please contact your Community or Resort Manager directly.

Respectfully,

Jeff Fannon
CEO