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2020

5/1/2020

Dear Members,

Thank you!

First, let us thank you for your patience. We thank those that have reached out to share with us how important summer at Lake Kandle is to them. We recognize this is a hard time for a lot of families whether its the health and safety of your loved ones, economic uncertainty, or the stress of working on the front lines.

Now that restrictions are starting to be relaxed and the air is heating up, it's starting to become Lake Kandle time again. Although we have not been sharing progress and excitement toward celebrating our 60th anniversary, we've been completing renovations and preparing for our annual health inspection.

Weekly Email Updates Until Opening Day

I'll give weekly updates from now until opening and keep everyone informed of anything official that comes down from the state. As many of you know, the Governor issued Executive Order 133 which permitted seasonal campers to use their campsites as long as social distancing could be practiced.

Like my grandfather and parents before me, I will continue serving as a board member for the NJCOA (New Jersey Campground Owner's Association) and working with the state in representing the needs of campgrounds and their members in the Delaware Region of the state.

Publicly, the Governor has not ruled out Memorial Day Weekend and that has been echoed in my private talks with state officials as well. The Governor has a very difficult job in balancing caution, fear, hope, health, and the economy when he makes announcements. When watching the news or the press conferences, I would advise not speculating or trying to read between the lines about anything until state actions are official and specifically stated. For example, we had learned that our proposal on page 6 of the Executive Order would be adopted last week, but up until Wednesday, the Governor was still emphasizing the need to keep parks closed.

We have scheduled our annual pre-operational inspection with the Health Department for May 21st.

Swim Team

The next league meeting is May 11th. Currently, our league wants to proceed with the season, even if it is a delayed start. The league is in great shape financially and is in a position to run a full season without any income.

We definitely want a swim season and if swimming against other clubs is an issue, we have the numbers to swim inter-squad meets to keep the kids competitive and drop those

times. I've been in contact with the coaches and they are really looking forward to getting back to practice and seeing everyone again.

Finishing up Renovations and Improvements

Every year we take the opportunity to see where we can improve. How can we make our member's experience safer, better, and affordable? How can we make Lake Kandle a better work environment for our staff?

Health and safety were priorities for us before COVID-19 and they will continue to be going forward. Our improvements for the 2020 season reflect our commitment to providing a wholesome family experience.

Many may not realize it, but we employ year round staff and we are working 5-6 days a week even in the off season. There's a lot of maintenance and administrative tasks involved with preparing for the season. As is the case every year, we are now also starting to staff our seasonal positions and bring in additional help to prepare the snack bar and open the pools.

New For 2020

- Our new \$40,000 pool sanitation systems are top of the line. We're way out in front of the curve by doubling our salt cells and adding a UV sanitation system to each pool. The Pentair representative as well as our aquatics facility course instructor were not familiar with many outdoor applications commercially. We'll be achieving faster and stronger sanitation with less chemicals. This will be an extraordinary system.
- We're finishing up a brand new \$60,000 lake attraction that stands 10 feet taller than any other lake structure. Its the only known lake application according to our supplier and it is certainly an iconic towering fixture. We're looking forward to sharing some videos of it soon.
- We've removed wading access to deep water attractions to prevent non swimmers from unknowingly leaving a dock into deep water.
- We've added \$12,000 in new sand for the beach and shallow swim area to make the beach sand whiter and provide a fresh layer of sand for the wading areas.
- We've installed a video lifeguard system to monitor all of our lifeguard stands to ensure quality control.
- We've also added more parking to the pool areas.

Lockers/ Boat Spaces

Inside lockers have been available since we sent out membership packets in December. You can currently reserve an indoor locker by mailing check payment in and putting your location preference in the memo.

The outdoor lockers are scheduled to be available in person for May 16th. If shelter in place is still in effect, we'll create an online registration for them.

Boat spaces also become available May 16th and if we cannot reserve in person, we will have an online option for that as well.

Cancellation Policy

Our cancellation policy is at the bottom of every account statement and also is on the bottom of page 4 of the membership packet linked below.

<http://lakekandle.com/wp-content/uploads/2020/02/2020-LAKE-KANDLE-SUMMER-MEMBERSHIP-PACKET.pdf>

We cannot prepare the facilities without cash flow. Most years, about half or more of our membership signs up early and that allows us to make improvements and keep a workforce through the winter.

If our season should be unexpectedly cancelled due to COVID-19, by law, membership payments would either be credited to next season or refunded.

Economic Health

I would encourage those that are able, to continue not just making membership payments, but also support services that are currently unavailable to you that you would normally enjoy. Make sure that you're still getting take out from your favorite restaurant or taking advantage of whatever services businesses are still able to offer. Every little bit helps!

Access

As mentioned earlier, our campground will be exclusively open to campers with seasonal contracts tomorrow. It'll be nice seeing our campers enjoy the campground again.

Currently under EO-133, campers with seasonal contracts along with staff are the only ones permitted on the property.

We are available remotely in the office 10am-6pm everyday and if we miss a call it is because we are working outside.

If you have not signed up for membership yet, spots are still available and we would love to have you join us for our 60th Anniversary. Registration is available online with links to our membership packet and online registration. These links are under our welcome video at lakekandle.com.

That's it for now. Thank you again for your patience and we look forward to seeing you all again this summer!

Enjoy your weekend and look for my next update next week.

Jace Kandle