

### Sample Client Communiqué in Response to Covid-19

Whether you are a past, present, or future guest of a NAME of OUTFITTER adventure, we wanted to take this time to communicate to you our perspective on COVID-19 and our related policies.

Firstly, please know that there is nothing more important to us than the health and safety of our guests and staff. In that regard, we have diligently reviewed all of our current, best practice operating and safety procedures to ensure adherence to the latest CDC guidelines regarding sanitation of equipment and gear, disinfection of communal surfaces, and availability of hand washing stations or hand sanitizer throughout our facilities. In most cases, this just means doing a little bit extra of what we already do every day. We will continue to monitor these practices and CDC guidelines as the situation develops.

We will, of course, comply with every aspect of government mandated curtailments and CDC recommendations. Having said that, we fully expect to operate and are preparing for our standard spring, summer and fall offerings. We firmly believe that getting out in the woods of Montana may just be the perfect way to relieve the stress of this crisis, spend time with your family in a safe environment, and begin the healing we'll need as a society.

As you prepare for your LIST SERVICE CATEGORIES HERE adventures with us in 2020, please know that we may decline service and/or remove a guest or staff member from a trip as per CDC guidelines. Currently, those are:

- If a guest or staff member has or will be traveling through an area identified by the CDC as warning level 3 in the 14 days prior to a scheduled trip
- If a guest or staff member has been in close contact (within approximately 6 feet for any sustained period of time) with someone known to have COVID-19 during the 14 days prior to a scheduled trip
- If a guest or staff member develops flu-like symptoms (a fever, cough, and shortness of breath) during the 14 days prior to a scheduled trip
- If a guest or staff member develops flu-like symptoms during a trip, we will socially distance the individual(s) from the rest of the group and any community items, disinfect any suspected items or areas of contamination, encourage them to wear a surgical mask (to help prevent the spread of their illness), and consult local agencies about the possibility of an evacuation.

If the situation evolves into something untenable, we will consider adapting our policies and procedures for deposits and cancellations. For now, we will continue to follow our long-established refund and cancellation policies and we encourage you to review the policies for your specific trip or service. We have always strongly recommended trip insurance, and our views there haven't changed. If you have any questions about policies or procedures, we welcome them. If you have any questions about policies or procedures, we welcome them. Usually, you'll get the fastest response by emailing or calling us: Name of Outfitter: [outfitter@gmail.com](mailto:outfitter@gmail.com) and by phone at 406-555-5555, Our office is currently open Monday through Saturday, 9am-2pm mountain time.



Since 19XX, it's been our job to FILL IN PHILOSOPHY HERE. We think we are blessed with the best jobs in the world, and nothing makes us feel better then sharing it with our customers.

Sincerely,  
Name Of Outfitter