



March 20, 2020

Dear Valued Industry Partners, Clients, & Friends,

First, I am sorry we are all having to think of any possible effects COVID-19 will have on our clients and businesses. Please know that Spruce Mountain will do all we can to support our industry and valued customers.

Spruce Mountain, as I am sure all of you, are staying on top of the daily updates and information presented to us, and following protocols suggested.

Here I would like to provide you with our latest information in response to this pandemic from this day, March 20, 2020 until further notice.

***Event Preventative Measures:***

- We have ordered additional supplies of hand soap, hand sanitizer, and other necessary cleaning and sanitizing supplies and equipment for our venues.
- We are reminding staff and vendors to wash hands regularly; use hand sanitizer; avoid touching eyes, nose, and mouth; cover coughs and sneezes; and get a flu vaccination.
- Our cleaning crews and property managers are being super diligent to wipe down “high touch” areas with disinfectant solutions before, during, and after events.
- Deep cleanings will be performed after each event that takes place at Spruce Mountain.
- Spruce Mountain Staff are encouraged to stay home if they are feeling ill.
- Ventilation and light have been found to be crucial to decreasing viral transmissions. All Spruce Mountain venues have indoor/ outdoor capabilities, and we will make sure proper ventilation is provided during all events.

***Contract Cancellation Policy, in Simple Terms:***

1. IF SPRUCE MOUNTAIN elects to cancel an event, we have the right to do so. In such event, all fees and deposits paid will be refunded, but Spruce Mountain will have no further liability to the Client. However, I would like this to be VERY CLEAR, I will not cancel an event or close Spruce Mountain unless I am instructed to by a government action.
2. IF THE GOVERNMENT shuts us down and we are not able to fill the obligations of our contract, all nonrefundable deposits paid will be forfeited, but neither the client nor Spruce Mountain will have any further liability under the contract.
3. IF THE CLIENT cancels their wedding or event, they will forfeit their deposit and all fees paid.

This is NOT stated in our contract, but to do what we can to help in this situation, if a client decides to cancel their wedding/ event due to the concern and safety for themselves or their guests, ***I will offer 3 alternative options to forfeiting their deposit:***



### *Client Cancellation Options in response to COVID-19:*

1. Client may transfer their date, with the following provisions:
  - All efforts should be made to select a date that falls on the same day as the original date. For example, if they are contracted for a Friday, they would need to select another Friday and so on.
  - The new date must be within 1 year of the original date.
  - If the new date is more expensive than the original date, the client will be responsible for paying the difference in cost.
2. Spruce Mountain will try to re-book a client's date. If we are successful in re-booking the date with an event of equal or greater value, we will refund 50% of their deposit.
3. Client may elect to have an "elopement" at Spruce Mountain for the same cost of their deposit. (We are keeping the details of an "elopement package" open for discussion. We understand that each set of circumstances may be different for each couple, and we want to be flexible in meeting their needs.)

### *Tours/ Walk-Throughs/ Ranch Visits:*

- We are still offering Visitor's Passes for clients who would like to view the property in person.
- Walk-Throughs are still being conducted as usual. Walk-Throughs will be held in well ventilated areas, with chairs placed at a 6' distance. Clients may also elect to have their walk-throughs by way of a virtual meeting platform.
- In-person tours are continuing to be offered with added precautions:
  1. No handshakes or hugs. Although these are my favorites. :(
  2. Guests will be provided sanitary gloves upon arrival to walk the space and asked to wear them. We can all look silly together!
  3. A minimum of a 6' distance will be encouraged while conversing. I know. AWWKWAARD, but we will get through it!
  4. Guests will be asked not to arrive for a tour and kindly reschedule IF they, anyone else in their household, or anyone they have been in contact with in the past 14 days are sick or has any symptoms.

\*Clients may also elect to have a tour via Facetime.

Please let me know if you have any additional questions. I am a true optimist. We are all in this together, and it will all be OK.

Warmest Regards,

Tara Ames  
Owner/Operator



Spruce Mountain Events, LLC

