



April 6, 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, April 6, 2020 until further notice. As many of you know, Colorado residents will be under a stay-at-home order until April 26th. Until then, we want you to know that Spruce Mountain is preparing and will be ready to serve you, once we have the green light.

Event Preventative Measures will continue to be followed once our doors reopen!

- 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.

Client Contract Cancellation Policy:

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 the client is 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.
 - The decision to move a date will not be offered until the client is a minimum of 45 days out from the original date. For example, if the event is scheduled for June 1st, the client must wait until April 17th to request a change.
 - 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/ Ranch Visits:

We know that planning your wedding is very important and we did not want you to have to skip-a-beat while following the state-wide stay at home order. So, I am excited to announce that our innovative marketing/ technical team has been working tirelessly to create our new **360 virtual tour!** *We now can safely and personally walk you through the ranch, as if we were all there together in-person!* Links to book your virtual tour or ranch visit can be found on our website.

Walk-Throughs:

Walk-throughs are still being conducted, although they will be done via video conferencing while under the stay at home order. Again, due to the hard work of our skillful technical team, **Spruce Mountain now has its own video conferencing platform!** When you schedule your walk-through, you will be provided a link to send to your caterer and planner and we will all be able to chat together to discuss every detail of your wedding day.

We want you to know, that your special day is important to us, and we are doing all we can to accommodate you throughout this unsettling time.

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

