

R-RANCH AT THE LAKE (NAPA) RANCH OWNERS' ASSOCIATION
FREQUENTLY ASKED QUESTIONS RE: THE EMERGENCY RULES

Q: Can I bring guests?

A: No guests are permitted for day or overnight use.

Q: Can I bring other owners or others with me?

A: All persons in a vehicle must be of the same household. Therefore, others must arrive separately or with their own ownership household.

Q: Can I use the lodge to cook?

A: The lodge, kitchen, teen and youth centers, and firepits are closed until further notice.

Q: Can I get to my cabin storage locker?

A: Yes, but only one household may access that area at a time. Please disinfect the doorknob with a COVID-19 appropriate cleaner when leaving.

Q: Why must I make a reservation?

A: To efficiently offer check in while reducing social distancing concerns. We need to know you are coming to have your car tag and wristbands ready for you! This is also why all check ins will be done through the Holiday Gate. Please avoid the office as much as possible.

Q: Can I still pay my bill, change my tag, etc. at the office?

A: It is advisable to eliminate unnecessary contact whenever possible. Please pay online or via phone whenever possible. If you must enter the office, you must wear a facial covering or mask and adhere to social distancing protocol. No more than one household will be permitted inside the office at one time. If your group is larger than 4, some people may need to wait outside.

Q: My son/daughter/mother/father owns the share. Can I come up to the Ranch instead?

A: At this time, only the Owner of record (on the deed) and members of their immediate household may use the Ranch.

Q: I'm in the process of purchasing a share - when can I use the Ranch?

A: Once the paperwork is filed with the county and recorded, and the Association has received all required documentation, an office member will contact you to let you know the transfer is complete and that you may access the Ranch at that time.

Q: Do you offer tours?

A: We are able to provide employee assisted tours now, so long as social distancing protocol is followed, facial coverings/masks are worn, and all tour participants are from one household.

Q: Do I have to wear a mask?

A: Yes. Each person must bring a mask to the ranch to be worn in all common areas and whenever social distancing is not possible. However, masks are NOT a substitute for social

distancing. You must stay at least 6 feet away from other members, employees, and vendors at all times.

Q: Do we need a separate reservation for amenities such as pool and horseback riding?

A: Yes. The pool is still divided into three timeslots. If you are planning to use the pool or ride a horse during your overnight or day stay, please make a reservation in advance. Rides are limited to 8 persons per ride, and the pool is limited to 100 persons per time window. If the demand is lower, you may be able to use the pool longer. We will continue to watch the usage and re-evaluate as necessary.

Q: I live in a county still under shelter at home orders more stringent than that of Napa County. Can I come to the Ranch?

A: Napa County highly encourages any recreational activity to be done within your own county of residence.

Q: Can I use the BBQ's that belong to the ranch?

A: You may use the ranch BBQ's, however it is your responsibility to clean and disinfect them (COVID-19 appropriate cleaning) prior to departure.

Q: Can I bring my pet?

A: Yes. Please note only one household at a time may use the dog park. All other rules regarding dogs and pets still apply.

Q: If I want to ride a horse using my trail card, can I?

A: Absolutely! Please make a reservation at least the day before your intended ride. Let the office staff know you are reserving a trail card ride rather than a wrangler led ride, and the approximate time of your arrival.

Q: When can I take a wrangler led ride?

A: Rides are available daily at 9:00 am, 10:30 am, and 1:00 pm, weather permitting. In the event the air temperature reaches 100 degrees, rides will be cancelled. We will notify those scheduled to ride as soon as possible. It's advisable for you to keep an eye on the weather in the days leading up to your ride.

Q: Do fines incurred during closure still apply?

A: Fines applied prior to March 17th are still enforced. If you were contacted after March 17th regarding an issue, please address it as soon as possible. While we will be reviewing compliance concerns, it is not a top priority. This buys you time to make any necessary corrections.

~~Q: Why are you allowing owners to reserve RV sites?~~

~~A: To better serve you! By reserving your site in advance, this streamlines your arrival process and reduces person to person contact. Contactless reservations are encouraged by the State Order, and benefit all to reduce the spread of disease.~~