



We wanted to reach out today and assure you that we are monitoring the coronavirus (COVID-19) situation closely and are working to ensure we meet the needs of our customers as well as provide for the health and safety of our employees. We realize this health situation has already been troublesome to our customers and wanted to share facts about what we're doing to support both our customers and employees.

To ensure we meet our customers' expectations from sales and support we have taken specific steps. These steps include:

- Big Water Marina is committed to following [Centers for Disease Control and Prevention \(CDC\) guidelines](#), and our crew has embraced measures such as social distancing.
- We have added on-line bookings for our boat rentals, please visit our website at www.bigwatermarina.com.
- For boat maintenance you may leave your boat at our curtesy dock and we can accommodate initiation of the work order from beginning to completion with all correspondence and billing via the telephone so you do not physically have to come in contact with anyone. The same for our guest or tenants as far as making storage payments and or purchasing fuel or supplies from our ship store.
- Please visit Groupon for deals we are offering.
- We have encouraged our tenants and campers in the campground to also follow the CDC guidelines.
- We are continuously **cleaning and disinfecting high-touch surfaces daily in common areas (e.g. tables, hard-backed chairs, doorknobs, light switches, remotes, handles, desks, toilets, sinks)**
- We have included some links below to help educate us all on this uncertain situation that has affected each and every one of us in hopes to a better understanding as what we can do to protect our families and those in our community

<https://www.scdhec.gov/health/infectious-diseases/viruses/novel-coronavirus-2019-ncov/dhec-news-releases-videos-2019-ncov>

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html#routine-cleaning>

As we continue to learn more in the coming weeks, we will strive to keep all of our customers informed. Stay safe and please let us know how we can assist you.

Best Regards

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General Manager

Big Water Marina & Campground

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