



## Safeguarding Guidance:

The intent of these recommendations is to reduce transmission of COVID-19 among employees and customers; support healthy business operations; and maintain a healthy work environment.

In addition to strict adherence to [U.S. Centers for Disease Control and Prevention \(CDC\)](#), [Equal Employment Opportunity Commission \(EEOC\)](#) and [Occupational Safety and Health Administration \(OSHA\)](#) guidance, and [US Food and Drug Administration \(FDA\)](#), the State of New Hampshire recommends policies and procedures to protect consumers and employees, including:

### Employee Protection:

1. Campground employers must implement employee education and training around safe practices as it relates to hygiene, sanitation and illness policies outlined in the Universal Guidelines for all New Hampshire Employers and Employees.
2. Campground employees must be screened as outlined in the Universal Guidelines for all New Hampshire Employers and Employees.
3. Campground staff must be issued, depending upon their function, latex/non-latex gloves, eye protection (goggles or face shields), and cloth face coverings or other appropriate protective equipment. Cashiers and customer services representatives must wear, at a minimum, a cloth face covering when interacting with other staff and customers.
4. There must be a limit of one person per truck/ATV/UTV. Vehicles must be disinfected after use.

### Consumer Protection:

1. Effective immediately, campgrounds may be open to residents of New England states, members, or non-New England visitors who have met the 14-day quarantine requirement. Members are not required to meet the quarantine requirement.

Operators should require a copy of a driver's license or a signed document from the guest(s) attesting that all the person(s) staying at the lodging facility who are not residents of a New England state have remained at a home for at least 14 days before arriving in New Hampshire, only going out for essential items and when outside of the home maintaining social distancing and wearing face masks when within less than 6 feet of another person during this 14 day "quarantine". Non-New England guests should be made aware at the time of the reservation of the need for this requirement and signature.

A "membership" means an arrangement that involves a binding and ongoing legal or monetary commitment to a particular campground or campsite such as a seasonal



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pass/rental agreement, a year round pass/rental agreement, or a deposit on a seasonal or year round pass/rental agreement. Memberships in a generalized rewards/discount program do not qualify as memberships for purposes of these guidelines. Reservations may be accepted by phone, online, or in person.

### 2. Facilities:

- a. Tent and RV sites may be made available for rent/lease.
  - b. Cabins, yurts, trailers/RVs, lean-tos, and tent platforms may be made available for rent/lease based on each campground owner's discretion and ability to clean and disinfect.
  - c. All indoor public gathering areas may be open with at least 6 feet of distance maintained between people at all times. People should be asked to use face coverings (cloth or mask) over their noses and mouths when in public gathering areas.
  - d. Outdoor public gathering areas may be open with at least 6 feet of distance maintained between people at all times. People should be asked to use face coverings (cloth or mask) over their noses and mouths when in public gathering areas.
  - e. Shower and laundry facilities may remain open pursuant to DHHS's [Universal Guidelines](#) and proper social distancing standards.
  - f. RVs with and using full hookups or holding tanks are permitted without restriction.
3. Restrooms must be frequently cleaned and disinfected, especially high-touch surfaces. Where feasible, restrooms may be converted to family style, single use facilities where one campsite group may enter at a time.
  4. Restrooms serving campsites for camping, other than RVs with or using full hookups or holding tank, will be supplemented by a limited number of portable toilets, at or near the restroom or in other appropriate locations in the campground.
  5. Dishwashing stations may be open but only under social distancing, signage, and disinfection protocols.
  6. All facilities must be cleaned and disinfected in a manner and frequency prescribed by the CDC. Campsites must be thoroughly cleaned after each party.

### Campsite Availability:

1. Camping for all RV sites using full hookups or holding tanks may be occupied as long as proper social distancing is maintained by the users.

### Business Process Adaptations:

All reservations must be made online or by telephone in advance. Walk-in registrations are not allowed. COVID-19 messaging must be provided at the time of reservation: Persons



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taking reservations must advise that if anyone in a party is feeling sick or may have been exposed to the virus in the past 14 days, they must stay home.

### Check in:

1. The individual checking in must be asked if anyone in his or her party is sick or not feeling well based on the screening guidance outlined in the [Universal Guidelines](#) for All New Hampshire Employers and Employees. If so, the campground must refuse service to the entire party and provide a refund in accordance with campground policies.
2. When checking campers in, campgrounds must minimize contact as much as possible. If possible, perform the check-in outside by the camper's vehicle, have the campers pay in advance, pay by credit card, use gloves, and follow social distancing protocols.
3. When checking campers in, provide information to all campers of the need for social distancing, frequent hand hygiene/washing, cloth face covering use when in public places, and of limited activities and facilities.
4. Check-in may be conducted using one of the following options in the below order of preference:
  - i. Campers will self-check-in via an on-line app at the campground; app will not allow check-in unless the campers are at the campground and have location services turned on. One router will be available for access outside the campground office to provide a WIFI connection. (Applies to State Park Campgrounds only)
  - ii. Curbside check-in with credit card, sneeze guards, and staff wearing a face mask.
  - iii. Staff will drive through campground to verify that the campers are on site; staff will enter this information the system at the office

**Retail stores at campgrounds must follow [Universal Guidelines](#) for all New Hampshire Employers and Employees and specific [Guidelines for Retail Establishments](#).**

**Boat, bicycle and other equipment rentals are allowed in accordance with the [Attractions Guidance](#).**

