



March 17, 2020

Dear Members,

The health and safety of our colleagues, members, guests and community remains our number one priority and is of vital importance. With that in mind, and in light of actively changing circumstances surrounding the COVID-19 outbreak, we have made the difficult decision to suspend all Kelowna Yacht Club services at this time. This decision is reliant on the fact that reduction or elimination of non-essential services is doing our part during this challenging stage.

The changes to service include the following:

- Reception will close as of today, Tuesday, March 17 at 1:00PM. Member Services will remain available by phone during the hours of 10:00AM - 4:00PM Monday to Friday.
- Member Lounge services will be closed effective today, Tuesday, March 17.
- The clubhouse and moorage basin will remain open for Members to access via your membership keycard, with cleaning and disinfecting taking place multiple times daily.
- Administrative departments such as Member Services, Sales & Marketing, Accounting & Catering have been instructed to work from home and are available during business hours by both phone and email.
- All Club events scheduled up to March 29 will be postponed until further notice.

The suspension of services will remain in effect tentatively until March 29, however we will continue to monitor the situation as it evolves and will adjust our approach as required. We will continue to communicate to our Members throughout this time and keep you apprised of any further information.

We encourage you to follow recommended precautions as advised by BC Health Officials. For the most current information on COVID-19, please visit:

- [Healthlink BC](#)
- [Interior Health](#)
- [Public Health Agency of Canada](#)
- [BC Centre for Disease Control](#)

Our Membership is the backbone of our organization, and we are incredibly grateful for your ongoing support of the Club.

If you have any questions or concerns throughout this process, please do not hesitate to reach out to me at any time.

Wishing you good health,

*Thom Killingsworth,
Executive Director
250-309-5887*



FREQUENTLY ASKED QUESTIONS

Will any facilities be open for member use during this closure?

Members will continue to have access to the clubhouse and basin via your membership card during this time.

Will we receive a rebate on our dues?

No. The Kelowna Yacht Club is a not-for-profit, member-funded society. The Club relies on its dues to pay for annual operating costs including labour, taxes, utilities and many other costs that we will continue to incur during this closure.

Will we be reimbursed for events or programs during the closure?

Yes. Members of our team will be reaching out directly to those registered for events or programs scheduled during the closure.

Will the Club take this opportunity to clean and sanitize all facilities?

Yes. Thorough cleaning and sanitization of the Club will be completed multiple times daily during this closure.

Will the facility be maintained and secure during this closure?

Yes. All required maintenance will be completed during the closure and we will have management on site during the day, with Commissionnaires in the evening to secure the facility.

Has a reopening date been established?

Not at this time. We are currently looking out to March 29 and will re-evaluate in one week's time and provide further communication to the Membership at that time.

What if I have a catered event booked in the next 30 days or want to book one for the future?

Please reach out directly to the Catering Manager, Shelby Wyatt at shelby@kelownayachtclub.com, who will be working remotely and will respond to any inquiries.

Who do I contact for more information?

Member Services is available Monday-Friday, 10:00AM - 4:00PM at info@kelownayachtclub.com or by phone at 250-762-3310 x200.