



To You – Valued Members and Clients of Joshua Creek Ranch,

As a family-owned and operated business, nothing is more important to us than the health and well-being of our staff and all Ranch guests. Like all Americans, we are closely monitoring the evolving situation with COVID-19 (Coronavirus) as reported by local, national and international health authorities, including the Centers for Disease Control (CDC) and World Health Organization (WHO).

In addition, the Team at Joshua Creek Ranch is working together to strategically implement precautionary actions with regard to some of our standard operating procedures. These actions have one goal in mind – to create and maintain the safest environment possible while continuing to deliver the same extraordinary guest experiences that have become synonymous with Joshua Creek Ranch over the last 30 years.

Some of the steps we are taking include, but are not limited to:

- **Increasing our cleaning and sanitation procedures.** In addition to ensuring that soaps and sanitizers are readily available to guests in all common areas, JCR is mandating staff to clean and disinfect common, “high-touch” areas multiple times daily and practice safe-handling protocols for all food service operations. Additionally, housekeepers are using enhanced disinfectants in guest lodging accommodations.
- **Requiring staff precautions.** We are directing staff to stay at home and “self-quarantine” if they are sick, have any symptoms or have recently traveled to a high-risk area. We are also encouraging a heightened awareness toward personal hygiene, hand-washing and a “no-touch” policy (i.e., no handshaking and keeping a safe distance from co-workers and Ranch guests).
- **Maximizing our outdoor spaces.** As you know, Joshua Creek Ranch is blessed with an abundance of natural assets and a beautiful Texas Hill Country Landscape. Obviously, all sporting activities will continue to be outdoors, but in addition, we will attempt to maximize use of our outdoor spaces with the goal of creating more space for “social distancing.”
- **Suspending Dine-In Food Service Operations.** In compliance with Texas Governor Abbott’s Executive Order, Joshua Creek Ranch will prepare ALL Guest meals for takeout to be picked up at Cypress Lodge at your scheduled meal time. Guests are encouraged to pick up their meals and enjoy them at an outdoor location of their choice on the property (i.e., on the patio, under the gazebo, along the creek or inside your lodging accommodation).
- **Relaxing our cancellation policy.** We understand and expect that travel plans may be altered during this time of uncertainty. As such, we are relaxing our standard cancellation policy and rescheduling fees should you choose to postpone your visit to JCR.
- **Requesting transparency from guests.** We request that any guests who are sick, have COVID-19 symptoms, who have been in contact with anyone confirmed to have COVID-19, or who have traveled from high-risk areas within 14 days of their reservation at JCR, to please notify us as soon as possible to reschedule their visit.
- **Remaining open for business.** At this time, we have no plans to close Joshua Creek Ranch or involuntarily cancel any reservations. Instead, we have taken increased measures in all departments to enhance your safety and peace of mind. We have also reduced business hours for the JCR Office & Pro Shop to the minimum required to serve our guests. Should COVID-19 come to JCR and/or should Kendall County declare a shut down, then we will close.

Of course, any or all of these action steps may change in accordance with this evolving situation and we will do our best to keep the lines of communications open. If you have any questions or concerns about the provisions outlined in this letter, please email us at info@joshuacreek.com.

In closing, we encourage you to stay informed and take all necessary precautions for yourself and your loved ones. In turn, we are committed to serving you in the safest and most responsible way possible, giving you plenty of space and fresh air should you choose visit Joshua Creek Ranch to enjoy the great outdoors. From wingshooting, fly-fishing and water recreation on Joshua Creek to shooting sporting clays on our two scenic courses, we remain dedicated to your sense of adventure during these unprecedented circumstances.

Take Care and God Bless,
Joe & Ann Kercheville, Joshua Creek Ranch Owners