



Greetings,

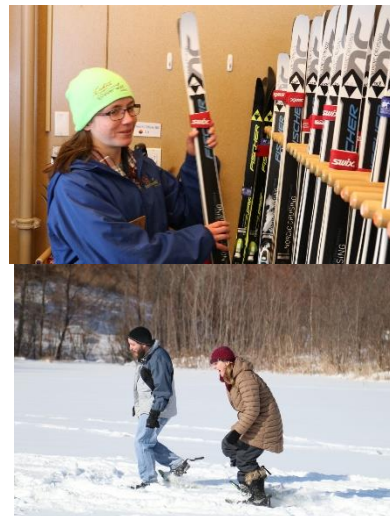
Thank you for your interest in renting winter recreational equipment. We're looking forward to your visit and hope this letter helps in planning.

We have been busy modifying our equipment rental facilities and operations to meet new public health guidelines during the COVID-19 pandemic. Protecting the health and safety of visitors and staff are of utmost importance. Please review this letter carefully so you know what to expect before, and during, your visit.

When you arrive at the park, please follow posted signage for personal hygiene and physical distancing. Please protect yourself and others: **face coverings are required** for all visitors, to be worn at all times while inside any park facility including restrooms, while interacting with the park staff, and outside in crowds and when physical distancing is difficult in accordance with [MN Emergency Executive Order 20-81](#). Thank you for your patience, understanding, and cooperation.

Thanks again for choosing Dakota County Parks. We are looking forward to seeing you and hope you enjoy your stay.

--Dakota County Parks





General Information:

Equipment Rental Office Hours: Daily 9 a.m. – 5 p.m.

- Services available:
 - Office phone will be answered (651-554-6530), park information and guest services.
- In-person services, including check-in, reservation confirmations, as well as firewood sales will be offered in the office (plexiglass has been installed at the counter to provide separation between staff and visitors). We are asking only one individual from each rental group enter the office building at a time for check-in. Credit card payments are strongly preferred over cash. Face covering/mask wearing is required.
- Services not available:
 - Concessions sales (hot cocoa, coffee, tea)
 - Lebanon Hills Visitor Center Main Office, exhibit area and classroom remain closed to the public.

Reservations:

Reservations can be made online up until the rental start time on the day of desired arrival. Online reservations are required in an effort to reduce in-person interactions and on-site transactions.

Check-in:

Check-in time begins at the start of your reservation. Only 1 adult (preferably the adult who made the online reservation) in each rental group should approach the equipment rental office for check-in and will need to provide a photo ID. Please follow all posted signs. Plexiglass has been installed at the counter to provide separation between staff and visitors; We are asking only one individual per rental group enter the office building at a time for check-in. Face covering/mask wearing is required.

Check-out:

Check-out time is at the end of your reservation. Plan to return to the rental office by that time. If all gear return areas are occupied, please wait for one to open. Remove skis or snowshoes and leave on designated racks. Bring ski poles and boots to the rental office so they can be cleaned and sanitized. A staff member will help get your shoes from the rental office. Face covering/mask wearing is required whenever interacting with park staff.



COVID-19 Procedures:

To help keep both visitors and staff safe and healthy, Dakota County has implemented the following changes to equipment rental operations:

- Increased frequency of facility cleaning. Throughout the day, the rental office facility and adjacent restroom will be cleaned/sanitized multiple times throughout the day.
- Increased time between rentals: we've staggered start times in between each reservation to ensure there's enough time for staff to properly clean and sanitize equipment.
- Park staff will wear face coverings/masks when interacting with visitors. **Face coverings are required** for all visitors, to be worn at all times while inside any park facility including restrooms, while interacting with the park staff, and outside in crowds and when physical distancing is difficult in accordance with [MN Emergency Executive Order 20-81](#).
- Best practices for facility use are encouraged, including using toe openers and disposable paper towels when opening doors to facilities.
- Please plan to recreate with members of your household, or in small groups.

Guidelines for Renters:

- **Stay home if you are sick.** If you have symptoms consistent with COVID-19 or live with or have been in close contact with someone with symptoms consistent with COVID-19, please stay at home. Follow steps online to cancel your reservation.
- **Single and multiple households.** Rental gear should only be reserved for use by members of the same household.
- **Plan ahead.** Make reservations online. Credit card and minimal-contact transactions are preferred to avoid lines and face-to-face interaction. This will help protect you, other visitors, and staff.
- **Physically distance yourself.** To ensure that physical distancing can be maintained, it is best to stage your rented and any personal equipment, as far away as possible from other renters as possible. Please follow posted physical distancing signage.
- **Be self-sufficient.** Be prepared to be as self-contained and self-sufficient as possible. In outdoor settings, public facilities will only be as virus-free as the last person who used them. This means if you are using public bathrooms and other facilities, you should arrive prepared with your own soap, surface disinfectant supplies, hand sanitizer and toilet paper.
- **Recreate with your household.** Restrict use of your rental group to only those in your immediate household.
- **Know before you go.** Be prepared for lower levels of service and public contact. Plan ahead for your visit. Ensure that you have maps of the area downloaded or printed before you leave home, in case they are not available on site. Check online resources at



www.dakotacounty.us/parks for updated information about rules changes and closures so you know what to expect when you arrive.

- **Follow the rules.** Follow all public safety signs that encourage best practices for your safety and the safety of others. Some best practices:
 - **Face coverings are required** for all visitors, to be worn at all times while inside any park facility including restrooms, while interacting with the park staff, and outside in crowds and when physical distancing is difficult in accordance with [MN Emergency Executive Order 20-81](#).
 - Observing cleaning protocols for self-service facilities before and after using them.
 - Leaving furniture, such as picnic tables and chairs, as you find them. They are appropriately spaced to encourage social distancing.
 - Restricting use of your equipment to only those in your immediate household.
 - Following directional signage – e.g., one-way travel, wait your turn – that will promote social distancing on narrow trails and confining spaces.
- **Be well informed.**
 - Continue to consult Minnesota Department of Health (MDH) Guidelines for up-to-date information to keep yourself and your family healthy at <https://www.health.state.mn.us/diseases/coronavirus/index.html>
 - Visit the Minnesota Department of Natural Resources website for up-to-date outdoor recreation guidelines at <https://www.dnr.state.mn.us/aboutdnr/safely-opening-outdoor-recreation.html>

Frequently Asked Questions:

- *Where do I go to check-in?*
 - Lebanon Hills Visitor Center Rental Office:
Address: 860 Cliff Road, Eagan, MN 55123
 - Please park in an official parking space in the parking lot and walk up to the rental office. Please have the name your reservation is under and reserved equipment information ready.
- *Will restrooms be open? How often are they cleaned?*
 - Yes, restrooms are open and available. With many visitors using these facilities, it is not feasible to clean between each use, so we encourage users to practice self-sanitizing prior to use. Restrooms are equipped with running water, soap, paper towels, and baby changing station. Portable toilets will also be available at certain trailhead locations.
- *What will be available at the Equipment Rental Office?*
 - The office will be staffed to answer phones and assist with reservations. Concessions are not available this time.



- *What if I need to cancel my reservation?*
 - Please follow the steps to cancel your reservation online. Cancellations made 24 hours or more in advance of the reservation start time will receive a full refund. Rental cancellations received less than 24 hours before the reservation start time are not refundable.
- *Will the Visitor Center be open?*
 - Due to COVID-19, the Lebanon Hills Visitor Center main offices, exhibit area and classroom remain closed. Only the adjacent equipment rental office and exterior all gender restrooms are open on weekdays.
- *Can I leave my personal belongings inside the rental office?*
 - No, please plan to lock and secure any personal items in your vehicle. Footwear will be allowed to be kept inside the rental office while you are using equipment.
- *Are masks or face coverings required?*
 - Yes, park staff will wear face coverings when interacting with visitors. **Face coverings are required** for all visitors, to be worn at all times while inside any park facility including restrooms, while interacting with the park staff, and outside in crowds and when physical distancing is difficult in accordance with [MN Emergency Executive Order 20-81](#). Thank you for your patience, understanding, and cooperation.

Equipment Rental Packing List –

- Dress in layers
- Winter hat/gloves
- Face covering/mask
- Lip balm
- Water bottle
- Snacks
- Sunglasses
- Facial tissue
- Hand sanitizer
- Antiseptic wipes
- First aid supplies
- Hand warmers