Stanislaus County
COVID-19 Reopening Guidelines for Public Pool Operations

All public swimming pools may reopen to the public beginning June 12, 2020. Please note that saunas, steam rooms, and hot tubs should remain closed until further notice. This reopening has been approved by the California Department of Public Health and the Stanislaus County Public Health Officer, as part of the State's gradual re-opening of California's economy. To minimize COVID-19 exposure and to help prevent its transmission, the following guidelines should be observed:

- Physical Distancing
  - Post signs to ensure that staff, visitors, and swimmers stay at least six feet apart from each other in and out of the water
  - Re-arrange deck furniture to promote distancing
  - Provide visual cues such as markings on the floor to promote distancing
  - Where feasible, install impermeable physical barriers such as Plexiglas where people must interact and physical distancing is difficult

- Maintain proper chlorine level (2.0 ppm - 10.0 ppm) and PH (7.2 - 7.8)
- Clean/sanitize equipment and surfaces, such as doorknobs, furniture, kickboards, pool toys, frequently or after use; Separate equipment that has not been cleaned from clean equipment
- Encourage visitors to bring and use their own towels and to make reservations in order to maintain proper distancing
- Discourage patrons from sharing items and gathering in large groups
- For any indoor pools, without posing a safety risk, circulate inside and outside air as much as possible by opening windows and doors

Coronavirus COVID-19 Guidance for Multi-Unit Housing Pool Facilities

Many property managers and homeowners’ associations (HOAs) have chosen to close pools, spas and barbeque areas in an effort to slow the spread of COVID-19 and protect residents. When an HOA, property management company or property manager opens their pool upon State Order modification, the guidance below should be followed:

**DISINFECTION PLAN**
- Create a written disinfection plan that identifies frequently touched surfaces, a cleaning schedule, and the designated person to complete the disinfection tasks.
- Only use EPA approved disinfectant on commonly touched surfaces such as:
  - Gates, latches, tables, chairs, drinking fountains, pool handrails and countertops.
  - Restroom door handles, light switches, toilets, faucets and dispensers.

**SIGNAGE**
- Post signs instructing residents to swim only with members of their household, and maintain a safe distance of 6 feet or greater from other users.
- Post signage reminding residents to wash their hands frequently with soap and water, cover coughs and sneezes, and to avoid the pool area if they are experiencing symptoms of illness including a fever of 100°F or above, sore throat, runny nose, chills, sneezing, coughing, abdominal pain or diarrhea.

**IMPLEMENT SOCIAL DISTANCING PROTOCOLS AND HAND HYGIENE RECOMMENDATIONS**
- Lower the pool occupancy to reduce crowding and ensure 6 feet of distance between users.
- Prohibit parties or gatherings in all common areas including the pool.
- Implement scheduled time slots for use on the busiest days to control the flow of users.
- Close the spa or limit use to 1 person or household at a time.
- Rearrange or remove some furniture to provide adequate spacing.
- Remind residents to wear a cloth face covering when traveling through common areas of the property where it may not be possible to maintain physical distancing, including to and from the barbeque area and restrooms.
- Provide, or ask that residents bring, a 60% alcohol-based hand sanitizer.
- Frequently check restrooms to ensure they are stocked with hand soap and paper towels.

COVID-19 INDUSTRY GUIDANCE: Campgrounds, RV Parks, and Outdoor Recreation

Release date: June 5, 2020

Recommended effective date no sooner than: June 12, 2020

All guidance should be implemented only with county health officer approval following their review of local epidemiological data including cases per 100,000 population, rate of test positivity, and local preparedness to support a health care surge, vulnerable populations, contact tracing, and testing.
new check-in procedures; physical distancing requirements; and cleaning and disinfecting schedules for accommodations, amenities, and common areas like the check-in/registration area and the park general store or visitor center.

- Outdoor recreation operators should take steps to make the public aware of new protocols at the facilities. This could include using social media, website, texts, email, newsletters, etc., to communicate the steps being taken to protect visitors and staff so that they are familiar with updated policies (e.g., the use of face coverings and physical distancing requirements) before arriving at the facility.

### Cleaning and Disinfecting Protocols

- Perform thorough cleaning on all high traffic areas such as guest check-in areas and lobbies, visitor centers, staff break rooms, restrooms, and areas of ingress and egress, including stairways and handrails, throughout the day.

- Frequently disinfect commonly used surfaces and items including golf cart or vehicle steering wheels and gear shifts, keys, tools, water spigots, trash receptacles, lounge chairs, shared equipment, doorknobs, countertops, toilets, and handwashing facilities.

- Outdoor recreation operators should consult with equipment manufacturers to determine the appropriate disinfection steps, particularly for soft, porous surfaces. Encourage visitors to bring and use their own equipment wherever possible.

- Equip guest reception and check-in areas and staff workstations with proper sanitation products, including hand sanitizer and disinfectant wipes.

- Amenities, including trail maps, books, magazines, coffee, water, self-serve stations (unless touchless), and other items for visitors, must be removed from reception areas to help reduce touch points and visitor interactions. Trail maps and other printed informational materials may be distributed to visitors on arrival for their individual use.

- Difficult to clean and commonly-touched items, including shared board games or books, should not be loaned out to visitors, if possible. If loaning out such items, consider placing returned items in a storage container for at least three days before loaning to a different visitor.

- Follow [CDC guidelines](https://www.cdc.gov) to ensure that all water systems are safe to use after a prolonged facility shutdown to minimize the risk of [Legionnaires' disease](https://www.cdc.gov) and other diseases associated with water.
- Oftentimes restroom facilities without running water, such as portable toilets and vault toilets, are not stocked with hand hygiene products. Encourage visitors to be prepared to bring their own hand sanitizer with at least 60% ethanoyl or 70% isopropyl alcohol for use in these facilities. If provided, make sure portable handwashing stations are maintained and soap, towel, and water supplies are kept full.

- Clean restroom facilities on an accelerated schedule to keep them clean and encourage campers and visitors to use them, thereby avoiding campers rejecting dirty and unsanitary restrooms and using the outdoors instead. Where possible, provide disposable seat covers in restrooms.

- Encourage visitors to pack out what they pack in, wherever possible, to minimize the amount of trash staff must dispose of at the campsite, park, trailhead, or other facility.

- Water filling stations, RV dump stations, and propane filling stations must be cleaned and disinfected daily and staff should wipe down the equipment after each use. If possible, place hand sanitizer near these facilities for visitor and staff use.

- Staff should avoid sharing tools, phones, electronics, and office supplies as much as possible and, where feasible, ensure workers have dedicated workstations for their personal use. Never share PPE.

- When choosing cleaning chemicals, employers should use product approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product. Follow the asthma-safer cleaning methods recommended by the California Department of Public Health.

- Provide time for staff to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the staff's job duties. Consider procuring third-party cleaning services where feasible and appropriate.

- Consider installing portable high-efficiency air cleaners for offices or other workspaces, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
• After each visitor stay, amenities at each site should be properly wiped down, cleaned, and disinfected. This includes BBQ grills, chairs, all secondary seating (e.g. swings or benches), water spigots, and RV electrical and water hook-ups.

**Physical Distancing Guidelines**

• Implement measures to ensure physical distancing of at least six feet between and among workers and visitors. This could include installing a Plexiglas barrier between staff and visitors in stores, lobbies, reception areas, or visitor centers or using visual cues to guide visitors where to stand or queue. Visitors should also be directed where to stand, using visual and/or verbal cues as appropriate, when waiting to use water filling stations, RV dump stations, propane filling stations, and other similar service locations.

• Wherever possible, implement staggered employee shifts, work in assigned teams, vary arrival and departure, and stagger breaks in compliance with wage and hour regulations to avoid interaction or grouping among staff.

• Avoid shaking hands, bumping fists or elbows, and other physical contact.

• Consider offering staff who request modified duties options that minimize their contact with visitors, customers, and other staff (e.g., managing inventory or managing administrative needs through telework).

• Operators should monitor areas where people are likely to gather and ensure that physical distancing and other guidelines are followed. These areas might include sports fields, skateparks, basketball courts, tennis courts, trail heads, popular day use areas, and picnic areas. Post signs on physical distancing requirements and discourage groups from gathering in larger numbers than are currently recommended or allowed by the local county.

• For facilities that provide paid, controlled outdoor activities, consider implementing a reservation system to limit the number of visitors at the facility.

• Consider implementing remote check-in options for new arrivals at campgrounds or RV parks wherever possible. Post signs at the park’s entrance to communicate with visitors what they need to do upon arrival. List a phone number, for example, for visitors to contact rather than entering the registration area. Encourage the use of online
payments, on-site pay stations, credit card payment, or payment over the phone, where possible.

- If remote check-in is not feasible, check-in visitors outside, if possible, and email receipts. Where necessary, escort or direct visitors directly to their site upon arrival following physical distancing requirements. Only one household should occupy each campsite or rental unit and non-registered visitors should not be permitted entry to the campground or RV park.

- Consider implementing a process for visitors to pre-purchase items from the general store, including firewood, food items, or other goods, and have staff deliver items to the visitor's campsite or RV.

- Outdoor spaces intended for gatherings and group functions, including pavilions, communal fire rings, public-use camp kitchens, and amphitheaters should remain closed. Remove, separate, post closure signs, or tape-off all benches, common area picnic tables, and multi-person seating (including seating around fire pits) to discourage visitors from congregating. Playgrounds should also remain closed.

- All public events and/or concentrated gatherings, including group bonfires, group campsites, presentations at outdoor amphitheaters, musical or other performances, or other events must be cancelled or postponed.

- Smaller picnic shelters, such as those that typically accommodate only household groups, can remain open with posted physical distancing-related restrictions (e.g., limit use to one household at a time).

- Review campground and RV park sites to determine if the park needs to operate at a decreased capacity in order to maintain physical distancing.

- Adjust any staff meetings to ensure physical distancing and use smaller individual meetings at facilities to maintain physical distancing guidelines. Hold meetings with workers over the phone, via webinar, or outdoors wherever possible. Consider virtual interviewing and on-boarding for new staff when possible.
Additional Considerations for Outdoor Recreation

- Campground, RV park, and outdoor recreation operators should take steps to assess the risk inherent in the recreational activities that take place at their facilities. There are a number of actions operators can take to help lower the risk of COVID-19 exposure and reduce the spread during activity. The more person-to-person interaction, the closer the physical interaction, the more sharing of equipment there is by multiple participants, and the longer that interaction, the higher the risk of COVID-19 spread. Therefore, risk of COVID-19 spread can be different, depending on the type of activity. Operators should take steps to ensure that higher risk activities, including those not yet recommended by CDC guidelines, are not occurring on their properties.

- Evaluate the processes for renting and loaning recreational equipment and determine whether there is adequate staff capacity and available cleaning and disinfecting supplies to reopen such operations. All rented or shared equipment and items must be cleaned and disinfected between visitor use, including sports equipment, kayaks, surf or paddle boards, canoes, bikes, fishing gear, helmets, life vests, and other items.

- Modify outdoor recreational activities, where necessary, to ensure proper cleaning and disinfecting protocols can be implemented. Such measures will be specific for the type of activity and the capacity of the facility but some examples include:
  
  - Encourage visitors to bring all of their own equipment, wherever possible, to minimize sharing of equipment.
  
  - Individual campsites should be occupied by members of the same household.
  
  - Remove all shared, on-site equipment that cannot be cleaned and disinfected between uses, where possible. This could include removing the rakes from golf courses or chalk or writing utensils for posted scoreboards. Facility-provided games and equipment that are intended for communal use, e.g. horseshoe or cornhole sets at campgrounds or RV parks, should be removed.
  
  - At equine facilities, clean and disinfect gate latches, spray nozzles, cross tie snaps, pitchforks, wheelbarrows, and other frequently used items regularly or after contact with personnel.
o For-hire fishing and small group charter operations must ensure customers have access to handwashing facilities or proper hand sanitizer on the vessel.

o Clean and sanitize arrows before and after use at archery ranges.

o Remove all score tenders at tennis and volleyball courts to prevent touching. Facilities should consider restricting tennis or volley balls to a particular group, court, or day of the week. This could include labeling them with a permanent marker.

- Cleaning and disinfecting “soft goods,” such as life jackets, wetsuits, cotton lead ropes, saddle bags, or backpacks, poses particular challenges. Such equipment requires an effective cleaning procedure or sufficient equipment inventory to allow for sufficient “down time” of at least three days between uses to minimize risk of COVID-19 transmission.

- High contact programs and sports that require close contact of less than six feet in distance between members of different households should be suspended. This includes activities such as group sporting events, pick-up basketball, intramural sports activities, races, or dances.

- Limit high or close contact outdoor recreation activities to household units. This includes boat rentals, basketball and volleyball games, rope courses, and climbing walls. At campgrounds and RV parks, consider whether nature walks, movie nights, mini-golf, geocaching, scavenger hunts, or other activities can be developed for household units in a way that maintains physical distancing.

- Modify outdoor recreational activities, where necessary, to allow for multiple households to utilize the facility or the equipment while maintaining physical distancing. Such modifications will be specific for each activity and depend on the capacity of the facility but some examples include:
  
  o Stagger tee times at golf courses and require one household per golf cart.

  o Limit the capacity on small group guided fishing, hunting, or chartered boat trips or reconfigure seating on boats or other vehicles.

  o Set up a schedule of access times to limit the capacity of people in a barn or equine facility if demand requires scheduling to maintain physical distancing.

- When outfitting people with helmets, gear, protective clothing, lifejackets, or other items, staff should maintain physical distance. Where possible, staff should demonstrate how to properly don and doff equipment rather than breaking physical distance to assist.
Campground, RV park, and outdoor recreation operators should review additional guidance on Family Entertainment Centers on the COVID-19 Resilience Roadmap website.

**Additional Considerations for Communal Restroom and Shower Facilities**

- Campground, RV park, and outdoor recreation operators should consider staffing and other capacity and resource needs to ensure that shared, public restrooms can be cleaned and disinfected throughout the day. Maximum occupancy for the campground, RV park, or recreation area should be based on the number of fully-operational restrooms that the park operator can maintain and which can support physical distancing requirements.

- Shared restroom facilities should be cleaned regularly using EPA-registered disinfectants throughout the day. High-touch surfaces such as faucets, toilets, doorknobs, and light switches must be frequently cleaned and disinfected. Employees should be trained on the hazards and proper use of new products per Ca/OSHA requirements, and be provided with any required protective equipment for the specific cleaning products in use, such as eye protection or gloves.

- Create and post a cleaning schedule in every open restroom facility. Post the cleaning schedule on the front of the door so visitors know when they can/cannot use the restroom. Make sure to close the restroom during the cleaning and disinfecting process.

- Consider using a checklist or audit system to track how often cleaning is conducted.

- Only allow shower room use if partitions are in place or signs have been posted to specify physical distancing requirements. If partitions or proper distancing are not possible, these facilities should remain closed.

- Ensure that sanitary facilities stay operational and are continuously stocked at all times. Provide additional soap, paper towels, and hand sanitizer when needed. Install hands-free devices, if possible, including motion sensor sinks, faucets, soap dispensers, sanitizer dispensers, and paper towel dispensers.

- Doors to multi-stall restrooms should be able to be opened and closed without touching the handles, opening-devices, or powered door operators with the hand, whenever possible. If the door cannot be opened without touching the handle or door-operator with the hand, prop the door open and/or place a trash-receptacle by the door to
ensure a paper towel can be readily disposed of when operating the door. The location and positioning of waste receptacles should not interfere with egress, evacuation, emergency equipment, or any reasonable accommodations provided under the Americans with Disabilities Act. Make sure trash cans are emptied regularly.

- Campground, RV park, and outdoor recreation visitors should be instructed that sinks could be an infection source and should avoid placing toothbrushes and other items directly on counter surfaces. Totes could also be used for personal items to limit their contact with other surfaces in the restroom.

- Campground and RV park management should encourage guests staying in vehicles with toilets and showers/bathing equipment to use their own facilities rather than shared ones, if possible.

- Provide information on how to wash hands properly, including hanging signs in restrooms.

Additional Considerations for Swimming Pools and Aquatic Venues

- Campground, RV park, and outdoor recreation operators with swimming pools and splash pads should take additional steps to ensure those facilities are properly cleaned and disinfected for visitor use, according to CDC guidelines.

- Please note that saunas, steam rooms, and hot tubs should remain closed.

- Maintain proper disinfectant levels (1-10 parts per million free chlorine or 3-8 ppm bromine) and pH (7.2-8).

- Consult with the company or engineer that designed the aquatic venue to decide which List N disinfectants approved by the EPA are best for the aquatic venue. Ensure the safe and correct use and storage of disinfectants, including storing products securely away from children.

- Set up a system so that furniture and equipment (e.g., lounge chairs) that need to be cleaned and disinfected are kept separate from furniture that has already been cleaned and disinfected. Label containers for used equipment that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- Encourage visitors to bring and use their own towels. If towels are provided, launder them and clothing according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely. Handle towels with disposable gloves and minimal disturbance, i.e., do not shake them.

- Discourage people from sharing items, particularly those that are difficult to clean and disinfect or those that are meant to come in contact with the face (e.g., goggles, nose clips, and snorkels).

- Ensure that the facility has adequate equipment for patrons, such as kick boards, pool noodles, and other flotation devices, to minimize sharing wherever possible. Limit the use of the equipment to one patron at a time and clean and disinfect the items after each use.

- For indoor aquatic venues, introduce and circulate outdoor air as much as possible by opening windows and doors, using fans, or other methods. However, do not open windows and doors if doing so poses a safety risk to staff, visitors, or swimmers.

- Change the deck layout and other areas surrounding the pool to ensure that the standing and seating areas can support physical distancing requirements. This could include removing lounge chairs or taping off areas to discourage use.

- Provide physical cues or guides (e.g., lane lines in the water or chairs and tables on the deck) and visual cues (e.g., tape on the decks, floors, or sidewalks) and signs to ensure that staff, visitors, and swimmers stay at least six feet apart from one another, both in and out of the water.

- Where feasible, install impermeable physical barriers such as Plexiglas where staff and patrons must interact and physical distancing is difficult.

- Consider implementing reservations for pool use or implementing other mechanisms to support physical distancing. This could include reserving full-lanes for individual lap swimming and half-lanes for individual household use.

- Ensure that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of cloth face coverings, or physical distancing. Assign this monitoring responsibility to another staff member.

- Aquatic venues should avoid activities that promote group gatherings and should be aware of local policies on gathering requirements to determine if aquatic fitness classes, swim lessons, swim team practices, swim meets, or pool parties can be held.

- CDC's Model Aquatic Health Code has more recommendations to prevent illness and injuries at public pools in parks.
COVID-19
INDUSTRY
GUIDANCE:
Fitness Facilities

Release date: June 5, 2020
Recommended effective date no sooner than: June 12, 2020

All guidance should be implemented only with county health officer approval following their review of local epidemiological data including cases per 100,000 population, rate of test positivity, and local preparedness to support a health care surge, vulnerable populations, contact tracing, and testing.
Additional Considerations for Communal Restrooms and Shower Facilities

- Fitness facilities should consider staffing and other capacity and resource needs to ensure that locker rooms and shower facilities can be cleaned and disinfected regularly throughout the day.

- Shared restroom facilities and locker rooms should be cleaned regularly throughout the day using EPA-registered disinfectants. High-touch surfaces such as faucets, toilets, doorknobs, and light switches must be frequently cleaned and disinfected.

- Create and post a cleaning schedule for the restroom facilities and locker rooms. Post the cleaning schedule on the front of the door so patrons know when they can/cannot use the restroom and/or locker room. Make sure to close the restroom during the cleaning and disinfecting process.

- Consider using a checklist or audit system to track how often cleaning is conducted.

- Only allow shower and locker room use if partitions are in place or signs have been posted to specify physical distancing requirements. If partitions or proper distancing are not possible, these facilities should remain closed.

- Ensure that sanitary facilities stay operational and are continuously stocked at all times. Provide additional soap, paper towels, and hand sanitizer when needed. Install hands-free devices, if possible, including motion sensor sinks faucets, soap dispensers, sanitizer dispensers, and paper towel dispensers.

- Doors to multi-stall restrooms should be able to be opened and closed without touching the handles, using opening-devices, or powered door operators with the hand, whenever possible. If the door cannot be opened without touching the handle or door-operator with the hand, place a trash-receptacle by the door to ensure a paper towel can be readily disposed of when operating the door. The location and positioning of waste receptacles should not interfere with egress, evacuation, emergency equipment, or any reasonable accommodations provided under the Americans with Disabilities Act. Make sure trash cans are emptied regularly.

- Fitness facility patrons should be instructed that sinks could be an infection source and should avoid placing hairbrushes and other items
directly on counter surfaces. Totes could also be used for personal items to limit their contact with other surfaces in the restroom or locker room.

- Provide information on how to wash hands properly, including hanging signs in restrooms.

**Additional Considerations for Swimming Pools / Aquatic Venues**

- Fitness facilities with swimming pools or splash pads should take additional steps to ensure those facilities are properly cleaned and disinfected for patron use, according to CDC guidelines.
- Please note that saunas, steam rooms, and hot tubs should remain closed.
- Maintain proper disinfectant levels (1-10 parts per million free chlorine or 3-8 ppm bromine) and pH (7.2-8).
- Consult with the company or engineer that designed the aquatic venue to decide which List N disinfectants approved by the EPA are best for the aquatic venue. Ensure the safe and correct use and storage of disinfectants, including storing products securely away from children.
- Set up a system so that furniture and equipment (e.g., lounge chairs) that needs to be cleaned and disinfected is kept separate from furniture that has already been cleaned and disinfected. Label containers for used equipment that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- Encourage patrons to bring and use their own towels wherever possible. If the facility is providing them, launder towels according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely. Handle towels with disposable gloves and minimal disturbance, i.e., do not shake them.
- Discourage people from sharing items, particularly those that are difficult to clean and disinfect or those that are meant to come in contact with the face (e.g., goggles, nose clips, and snorkels).
- Ensure that the facility has adequate equipment for patrons, such as kickboards, pool noodles, and other flotation devices, to minimize sharing wherever possible. Clean and disinfect the items after each use.
- For indoor aquatic venues, introduce and circulate outdoor air as much as possible by opening windows and doors, using fans, or other methods.
However, do not open windows and doors if doing so poses a safety risk to staff, patrons, or swimmers.

- Change the deck layout and other areas surrounding the pool to ensure that the standing and seating areas can support physical distancing requirements. This could include removing lounge chairs or taping off areas to discourage use.
- Provide physical cues or guides (e.g., lane lines in the water or chairs and tables on the deck) and visual cues (e.g., tape on the decks, floors, or sidewalks) and signs to ensure that staff, patrons, and swimmers stay at least six feet apart from one another, both in and out of the water.
- Where feasible, install impermeable physical barriers such as Plexiglas where staff and patrons must interact and physical distancing is difficult.
- Consider implementing reservations for pool use or implementing other mechanisms to support physical distancing. This could include reserving full-lanes for individual lap swimming and half-lanes for individual household use.
- Ensure that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of cloth face coverings, or physical distancing. Assign this monitoring responsibility to another staff member.
- Aquatic venues should avoid activities that promote group gatherings and should be aware of local policies on gathering requirements to determine if aquatic fitness classes, swim lessons, swim team practices, swim meets, or pool parties can be held.
- CDC's Model Aquatic Health Code has more recommendations to prevent illness and injuries at public pools in parks.

Additional Considerations for Food Service (Including Juice Bars, Snack Bars, and Concessions) and Retail

- Food service operations, including juice bars, snack bars, and other concessions must be run in accordance with current orders and guidelines for such establishments available on the COVID-19 Resilience Roadmap website. All self-service food stations should be closed.
- Where possible, patrons should order food items online or over the phone and food should be available for pick-up. Patrons are strongly recommended to wear face coverings when picking up pre-ordered items from the snack bar or concessionaire. If not possible to pre-order