



March 17, 2020

Dear Partners,

We understand things are changing rapidly at your businesses due to the developing situation around COVID-19. And, we know many of you have been forced to close or limit your business operations for the interim. Thank you for your commitment to the health and well-being of your employees, your customers and the entire community.

Please know **the Explore Asheville team remains committed to supporting you through this time** and is monitoring the developing situation closely. We are compiling information and resources to share with you in earnest.

Thank you for sending us updates about your new hours of operation, temporary closures and cancelled or postponed events.

We are making every effort to stay on top of those changes and maintaining up-to-date information on ExploreAsheville.com which serves as a vital resource for both visitors and residents to find information about your business. And many area organizations including Buncombe County government are referring the public to ExploreAsheville.com as a resource for this information.

Please continue to share your updates with us so that we can share them with the public.

We are inspired to see the creative ways you are continuing to engage with customers during this time. Send your updates to News@ExploreAsheville.com.

RESTAURANTS – do you provide take-out or delivery services?

ATTRACTIONS – are you limiting your hours or experiences? Are there other ways to experience your business such as a virtual tour or gift certificate?

GALLERIES & STUDIOS – are you still offering one-on-one appointments?

EVENTS - are you planning to live stream your event?

We'll update your information in your listing. Keep in mind, if you prefer to make the

edits yourself, you can do so utilizing your extranet login and we will expedite the approval process. Instructions [here](#).

Please feel free to reach out directly to the Public Affairs team who is here for you!

Pat Kappes, Director of Public Affairs – pkappes@ExploreAsheville.com

Joe Phelps, Public Affairs Specialist – jphelps@ExploreAsheville.com (listing support)

Charlie Reed, Information Specialist – creed@ExploreAsheville.com (calendar support)

E-ALERTS: If you have not received our Coronavirus Updates, please check your junk mail folder and add "AshevilleCVB@ExploreAsheville.com" to your safe senders list. To see past issues, [go here](#) and scroll to the bottom of the page for links.

OPERATIONAL MODIFICATIONS: Effective immediately, the Explore Asheville offices are closed to the public, with most of our team working remotely as we follow the guidance of our public health agencies. Please know that all of us will continue to be available by email and phone during regular working hours of 8:30 a.m. to 5 p.m.



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