

Plattsburgh Creative Signs owner John Momot and his team take great pride in specializing in the customer experience. Celebrating our 3-year anniversary as a full-service sign company located within our main office on the Tom Miller Road. Specializing in custom commercial signage, including retail signage, trade show signs and graphics, indoor and outdoor signage, vinyl vehicle graphics and window advertising...We are not your average, run of the mill sign shop. Visit the possibilities at: www.plattsburghcreativesigns.com



Plattsburgh RV Store Off-Season Hours:

- Tom Miller Road - Service & Parts**
 • Monday Through Friday 8am to 5pm
 • Saturday 8am to 4pm
Trade Road - Sales
 • Monday Through Friday 9am to 5pm
 • Saturday 9am to 4pm



GAZETTE

April 2023 - Spring Edition

2023 Office Hours:

	4/28 - 5/21	5/22 - 9/10	9/11-10/10
Monday	10am to 5pm	10am to 5pm	10am to 5pm
Tuesday	10am to 5pm	10am to 5pm	10am to 5pm
Wednesday	CLOSED	CLOSED	CLOSED
Thursday	10am to 5pm	10am to 5pm	10am to 5pm
Friday	10am to 5pm	10am to 7pm	10am to 5pm
Saturday	10am to 5pm	10am to 6pm	10am to 5pm
Sunday	10am to 5pm	10am to 5pm	10am to 5pm

Farmer's Almanac Prediction for Spring

While the Farmer's Almanac predicts mild temperatures this spring, the precipitation should be 'near normal' - in other words, nothing that a good campfire can't cure! Let's all pull together this year and join in the fun of the activities offered throughout the season and create long lasting memories for you and your family! The location of our campground places it very close to a LOT of things to do and places to check out. Within about an hour you could explore Montreal, Burlington, Lake Placid, and even relax around a campfire!

Opening Update: We plan to open Blue Haven by April 28th, weather permitting, hopefully sooner! Watch for our weekly email blasts starting April 1st as well as our Facebook page for any updates. Our plan is to get the campground open as follows:

- Handle any health and safety issues
- Address the non-critical issues with facilities
- Then individual sites
- Any improvements that will benefit your stay.

BLUE HAVEN PRIDE We are proud to be part of such a special place. Our setting is hard to match with all of the natural beauty. There are so many great families that help keep Blue Haven special. We ask that you all please follow the guidelines that we have in place so Blue Haven can stay in a category of its own. We ask that you keep everything natural, See Site Appearance in the guideline book. Also, while mowing your lawns, we ask that you also keep it trimmed. We would appreciate everyone's cooperation. Please see Dave in the office with any questions.

Welcome and Thank You!

As always, we wish to thank those of you who CHOOSE to camp with us a Blue Haven, after all, it is the natural beauty and our guests that make it SO special. We would like to welcome all of our new families that have chosen Blue Haven. I'm sure that they are all very eager to start the new season. Please join us in welcoming:

- Ashley Howard Hillside 43
- Barry Borden Hemlock 17
- Beth Giroux Willow 8
- Brad & Michele Patnode Michelle 7
- Brad McDonald Birchwood 9
- Dan Giles Hillside 45
- David & Rebecca Duquette Willow 2
- James Dubrey Jr. Maple 1
- Jesse Juneau Riverside 45
- Jim LaBombard Michelle 19
- Jimmer LaBombard Michelle 11
- John Connelly Cedar 1
- Joseph Brink Willow 6
- Kimberley Bilotto Brookside 16
- Luc Moreau Willow 14
- Mark Dubray Riverside 2
- Matthew & Christin Evans Autumn 17
- Michael and KC Heidelmark Riverside B
- Missy Hastings Maple 16
- Robin Germain Willow 24
- Shane & Pamela Brink Helen's Lane 5
- Shannon / Mario Nolan / Martucci Lakeside 1
- Shawn O'Donnell Meadow 8
- Stan Girvan / Bev Jackson Helen's Lane 2
- Stephanie Warren Michelle 25
- Tammy Arbour Brookside 12
- Tom & Theresa Secore Spring 16



BLUE HAVEN IS Truly A Special PLACE

As I begin my 26th year of ownership and 41st year of operating Blue Haven, I am truly honored to be a part of this special place we call Blue Haven. Thank you to each and every family that CHOOSES to Blue Haven as your summer getaway. There is SO much that goes into making this such an extraordinary experience. Everything from the natural beauty, our dedicated team running the everyday operations, and the dedication of the Volunteer Activity Committee all play a part in making your stay memorable. I feel that we have some of the friendliest camping families around. We will continue to work on keeping the campground FULL as this will help stabilize site rents and will allow us to continue to make Blue Haven better. I truly look forward to the upcoming season and hope to see all of you in May!

John Momot

Blue Haven Campground
 240 Tom Miller Road
 Plattsburgh, NY 12901

Happy 40th Anniversary:

John has celebrated his 40th Anniversary of being in business and was recognized by his team consisting of over 30 individuals for a job well done. Achieving this milestone has been the direct result of decades of hard work and dedication to not only the business, but to YOU, our customers. Our well-rounded team has an average of over 10 years with the company! John's commitment to create the ultimate camping experience for both our team and our guest is evident in our day-to-day operations focused on exceptional customer service. From the natural beauty of Blue Haven, to the state-of-the-art sales, and service facilities it is a pleasure coming to work every day. Over the years, John has inspired the team to continue developing our skills by mentoring, inspiring, and leading by example. It is a privilege working for someone with his integrity and authenticity! We are so proud to be a member of the most friendly, skilled, and professional team! Happy 40th and congratulations. 40 Years of Teamwork has recently accomplished:

- **Market Share in 2022 grow by 10% with customer satisfaction at 4.8/5**
- **Our Quality of Operation moved up to the second highest in our Dealer Group of 14 of some of the best RV dealers in the country.**
- **Blue Haven has achieved a perfect score from the Department of Health for two years in a row.**
- **Plattsburgh Creative Signs continues to grow and become a key part of seasonal stability to our organization.**
- **Additional seasonal stability with the addition of sharing space with Adirondack Xpress Detailing.**

Along with this celebration, we recognized our team who have reached the following milestones in their career:

• John Momot	40 years	• Thomas Roberts	10 years	• Rodney Rivers	5 years
• Thomas Burl	24 years	• Lloyd Drollette	9 years	• Steven Lenhart	4 years
• David Bechard	24 years	• Marcie Thompkins	9 years	• Darcy Case	4 years
• John LaBarge	20 years	• David Gadway	8 years	• Karsen LaBarge	1 year
• Tim Allen	20 years	• Dennis Guimond	8 years	• Nicole Martino	1 year
• Felix Desso	19 years	• Andrew Ranieri	8 years	• Angel Turan	1 year
• Ron Foster	17 years	• Gary Lomber	7 years	• Laurie Marvin	1 year
• Tim Mitchell	17 years	• Noah Watson	7 years	• Tyler Bennett	1 year
• Elaine Pellerin	16 years	• Jeremy Merlich	7 years	• Andre Flammia	1 year
• Melissa St. Louis	15 years	• Gregory Lombard	6 years	• Austin Gardner	3 months
• Terrance Dupras	14 years	• Darlene Harvey	5 years		

Facebook Pages for Information:

- Our Blue Haven Family Campground and Resort Facebook page is managed by our staff and offers a place to share updates within the park as well as offer information for the general public.
- There is also a Facebook group called "Blue Haven Campers" that is managed by one of our guests within the park. It is used to allow guests a place to share articles and photos related to camping as well as the campground itself.

Please Confirm Your Contact Info!

We are always trying to keep your contact info up to date as well as having multiple contacts listed. This benefits our guests by allowing them to receive Newsletters, info about Special Events, or a way to reach you in the unlikely event of an emergency. We have several communication tools in place allowing us to share important information quickly and efficiently. Please e-mail campground@momot.com with any and all of the methods to reach you or your family:

- Cell Phone Number(s) - Please also indicate if you can receive Text Messages
- Home Phone Number(s)
- E-mail Address(es)
- Mailing Address(es)

Notes of Interest:

- **Policy Handbook Updates** - We have copies of our Blue Haven Policy Handbook available. If you would like to have a copy e-mailed to you, send us an e-mail at: campground@momot.com
- **Site Improvements** - Please see Dave with any plans of improving your site in any way. Please remember before you dig, cut, purchase or build; you need it approved by Dave.
- **Outside Contractors** - If you are planning on hiring an outside contractor, see Dave for approval.
- **Accounts** - We have made great strides to keep

your accounts current and relevant. Along with these changes, comes a cleaner way to view any balance you may have. Please contact us with any questions.

- **Off Season Updates** - We will continue to use Facebook, e-mail, and our website to keep everyone updated with information about both Plattsburgh RV Store and Blue Haven Campground. You can always find helpful tips, recipes, the activity calendar, and inventory using these pages.

Ways to Help You Save Money!

We understand that your money is hard earned and who wouldn't want it to stretch it a bit further.

- **Referral Credits:** We offer a referral credit if you introduce a new family to Blue Haven and they rent a site. You would be eligible for a \$150 Site Credit. Refer to the Policy Handbook for details.
- **Price Club** - Price Club is a program to thank customers that patronize our RV Dealership with the purchase of a camper from our dealership. Discounted rates apply to Site Rent, parts, and Service rates. Note: Price Club discounts are good for as long as you own that camper.
- **Fixed Income Lock-In Agreement** - This program is intended to serve people who are truly on a fixed income.

- **Have Site Modifications Approved in Advance** - This could save a lot of extra expense and frustration if some of our infrastructure is damaged or if you are in violation of our policies.
- **Properly Maintain Your Camper** - Proper maintenance done in the Spring and the Fall can prevent costly repairs.
- **Conserve Electricity**
 - o Run your Air Conditioner sparingly by using roof vents and fans.
 - o If you must use your A/C, keep the camper closed up with curtains drawn and avoid going in & out several times.
 - o Make sure to turn off any lights when they are not in use, or only run patio lights on a timer so they do not run all night.
 - o Run your water heater and refrigerator on propane when you can.
- **Avoid Late Fees** and penalties by paying invoices as they become due, as these can really add up.
- **Timing Your Payments** - Space your payments out. There is no penalty for paying early. Get a Christmas Bonus, pay some on your site!

Other Services We Offer:

- **Camper Sales:** Are you looking to upgrade your summer home? Need something with an extra slide, a spare bunkroom, or maybe an outside kitchen? Check out our current inventory at www.plattsburghrvstore.com/showroom or visit us in person at our indoor showroom at 60 Trade Road in Plattsburgh! We have PLENTY of new, innovative floor plans to suit all different types of needs! We are currently stocking the following product lines:

•Durango	•Sprinter	•Hideout
•Sportsmen FW	•Connect	•Amerilite
•Escape	•Sportsmen	•Conquest
•Kodiak	•Aspen Trail	•Xtreme Outdoors

These segments cover a WIDE range of fit & finishes, sizes, layouts, and budgets. Feel free to call or text us at 518-563-1983 - one of our friendly camping specialists will be happy to assist you in locating the perfect camper for you camping experience.

- **Parts and Accessories:** We carry most of the "must have" items for camping in our stores, but with a dedicated team specializing in getting things quickly, we can get almost anything camping related. In most cases even delivered to the Blue Haven office with no additional cost.
- **Camper Service:** Early spring is the best time to schedule your preventative maintenance or camper repairs. Call our team today to get your spot on the list for your service requests! We are dedicated to making sure everyone's camper stays in top notch condition for years to come while making sure our guests are a top priority! We can help you keep your RV in pristine condition! Some of the services include (but not limited to):
 - o Propane System Leak & Pressure Tests - Most appliance issues can be traced back to an inadequate propane supply - get yours checked!
 - o Slide Out Inspection - we can look over the overall operation of the slideout mechanism and often can make minor adjustments that prevent major issues in the future.
 - o RV Appliance Inspection: If you are having issues with a specific appliance, our trained technicians

- can resolve any issues that you may have.
 - o Detailed Roof or Slideout Roof inspections: may have leaks caused by sealants drying out and cracking.
 - o Trim Rail Check - Annual trim rail inspection
- **Newsletter:** In addition to this Spring Newsletter, we provide a weekly version as well. If you are interested in having newsletters e-mailed to you, please send us an e-mail at campground@momot.com
- **Receiving Packages:** We are able to receive packages on your behalf at the Campground. Please refer to the Revised Policy Book for more details.

Spring Opening Tips:

When the time comes to getting your camper ready to be used, there are a few things that we recommend, so stay tuned for a few Tips & Tricks to help you safely and effectively open up for the season. This will include everything from turning the key when you return to spending your first night back at the one and only Blue Haven Campground!

Site Payment Information:

Please remember that site deposits & payments must be up to date before the start of the camping season.

Exchange Rate:

- CAN Cash rate is 0.70 CAN Check rate is 0.70
- One CN\$ is worth \$0.70 in US.
- **This plan will be updated monthly.**
- For example: If the US amount is \$266.75 divide this by \$0.70 = amount due in CN\$ \$381.07
- **THIS RATE IS NOT VALID ON CAMPER SALES**

Payment Terms

- EZ Pay Program Schedule:
 - 2nd payment: **March 15, 2023**
 - 3rd payment: **April 15, 2023**
 - 4th payment: **May 15, 2023**
- ALL 2023 site payments are due by May 15th
- **Late Fees:** a \$50 late fee will be applied to ANY contract that has NOT paid for their site in full by June 1st. Also, if this payment is late for TWO (2) consecutive seasons, your site rent will increase \$75. This applies to anyone who makes special arrangements to be paid AFTER June 1st. Regular missed payment fees and interest still apply.

Types of Payments:

Checks (Preferred)

- Checks should be payable to: Plattsburgh RV Store
- Postdated checks CANNOT be accepted.
- Payments will be recorded and given a receipt the day the check is received.
- A charge will be added for returned checks in addition to any late fees that may apply.
- Checks in CAN currency will be subject to a different exchange rate.

Credit Card Payments

- We accept most major credit cards: Master Card, Visa, American Express, and Discover.
- Card will be processed in US currency. Foreign credit card companies will use their own exchange rate for the conversion.

Cash

- Canadian Currency - You will receive posted exchange rate for every CN dollar.