

3 Pillars of Solair Service

(for Members, Associates, Employees, and Visitors)



Hospitality: Welcome to our family-friendly Nudist Resort.

Be Welcoming. Greet others with a smile and a welcoming tone. Make eye contact. Listen intently and provide information within your level of knowledge. Seek to expand your level of knowledge. Give the other person your undivided attention. When you don't know an answer, reach out to someone who will know.

Lead with Kindness. There are many rules for others to uncover and understand. Be as helpful as possible.

View With a Critical Eye. Look around as if you are a first-time visitor. What can be tidied? What needs to be repaired or replaced? Ensure there are no safety issues, and no visible confidential information.

- Assess the criticalness and skills needed to remedy the situation.
- If it is a safety issue, call someone who can address it promptly.
- For non-emergency repairs, submit a maintenance request form.

Five-Star Service. Provide service that leads to visitors giving Solair a five-star review. Treat them so kindly that they will come back and tell others how great we are.

Community: We foster a culture of mutual respect and civility, with a shared enjoyment of resort amenities.

Social Nudism. Comply with Solair and AANR established Nudist Etiquette. Protect others' privacy.

Volunteer. Stay current with ongoing and upcoming projects and initiatives. Find Workshare opportunities on our website. Join a committee. Attend Board Meetings and the Annual Meeting (Members.)

Respect for Differing Roles. Accept that not all rules are black and white. Take care of requests within your level of authority. Know who has the authority to make exceptions to policies and ground rules. Contact a higher-level authority as requested or needed.

Continuous Improvements. Bring ideas and complaints to the attention of the overseeing committee or Board Member. When sharing with the appropriate person or group, constructively share possible solutions as well.

Safety: Everyone is responsible for maintaining camp cleanliness, order, and safe conditions.

Register for the Public Safety App: <http://alerts.solairrl.com> to receive safety alerts and warnings.

Add to contacts/call our Public Safety Number for medical and security issues: 860-234-4873

Our Emergency Signal: Blowing an automobile horn three times.

Follow posted signs on the gate and throughout camp.