

22nd June 2020

Dear Alto Members

Further to the update which I provided back in April, I am writing with a further update on Alto Club Associates and the Resort. I was hoping to be able to convey a welcome injection of pure, undiluted good news in these difficult times. As it is, I can provide some genuinely good news but, unfortunately, news that is still subject to a good deal of uncertainty.

At the time of writing this letter, the Clubshare apartments remain closed but we are finally beginning to see signs that the re-opening of the apartments is within reach. Portugal has escaped relatively lightly from the COVID-19 outbreak and is somewhat ahead of the UK in lifting the lockdown and gradually returning to normal. The beaches are open, as are shops, restaurants, and snack bars. Mask wearing in enclosed spaces is compulsory. Masks must be worn (and hands sanitised) on entering restaurants but not whilst at the table. Members are encouraged to check official websites for the latest guidance on the situation in Portugal as it continues to change rapidly.

As with my previous communications, the major issue we are facing is a lack of certainty as to when developments might take place which will allow the full re-opening of the Clubshare apartments. Chief amongst the uncertainties we face is the UK government's attitude towards overseas travel. At the time of writing, the advice of the UK Foreign & Commonwealth Office is to avoid all but essential travel to Portugal. The impact of this advice on the validity of travel insurance policies, combined with the well-publicised issue of the 14 day quarantine upon return to the UK, means that it is unlikely that we will be welcoming back many UK members until these two issues are resolved. We are hopeful that the UK government will adjust its policy on these two areas in the coming weeks and we want to be able to welcome back UK members and guests as soon as that happens.

As a Club, we have a number of Portuguese and Spanish owners who are able to drive to the Resort, together with owners from other European countries where restrictions on foreign travel are not as onerous as those currently in force for the UK.

Over the past few weeks, the onsite team having been carrying out a review of our processes and a COVID-19 risk assessment in respect of the Clubshare apartments to identify and reduce any risks to our members, staff and guests.

Given the above, the Committee have taken the decision to allow a "soft" re-opening of the Clubshare apartments with effect from 4th July 2020. The intention is to allow a gradual resumption of activities, with initially only a limited number of owners (those who are able to drive to the Resort plus others where restrictions are not currently in force for travel) occupying their weeks.

By ramping up activity in a controlled and measured manner, it will allow the on-site team to get to grips with the new methods of operating and to identify any areas for potential improvement ahead of the Clubshare apartments opening up more fully as we progress into late July and August. It will also mean that we are able to welcome back our UK members and guests to the Resort as soon as the UK Government's advice on travel and quarantine changes.

We have had discussions with FOAS, the owners and operators of the common facilities at Alto Club, and they have outlined their plans for the re-opening of those facilities. These plans are subject to change depending on the experience gained as the facilities are re-opened and also subject to any developments in local regulations and guidelines. Currently FOAS are expecting the outdoor pool to re-open on 4th July. There will be a restriction on the numbers of people around the outdoor pool and additional spacing will be in place between sunbeds. Current guidance in Portugal is to limit use of the pool sunbeds to half a day at a time and a booking system will be in place. This should allow fair

access to the sunbeds to as many guests as possible at the Resort. FOAS hope to restore a limited food and beverage service from the Pool and Douro bar as soon as possible.

Other common facilities which it is intended will be open are as follows:

- The indoor pool should be available for use by the end of July but again the numbers using the facility at any one time will be restricted.
- The tennis courts will be available but tennis racquets will not be available for hire.
- The beach facility at Restinga will be open from early July but with a limit of 16 beds due to the need to increase the distance between the sunbeds. Use of the Restinga facility will also be restricted to half-day slots in line with local guidance.

There are currently no plans to re-open the gymnasium over the summer period due to issues with ensuring adequate social distancing and cleaning between users.

To ensure that we are able to welcome our members and guests in a controlled and safe manner, we will require **all members who are intending to travel from 4th July onwards to confirm their travel plans with Resort Solutions prior to their departure**. The Resort Solutions office has now re-opened but is operating with reduced numbers of staff. Accordingly, members are **requested to confirm their travel plans no more than 2 weeks in advance of their arrival date**, to ensure that Resort Solutions can deal with the correspondence in a timely manner. This can be done via completion of the holiday planner which can be completed and submitted via the Owner Services section of the Resort Solutions' website or by phoning the Resort Solutions office on +44 (0)1858 431160.

In my last communication, I explained how the Committee was sympathetic to the idea of making a gesture to owners who had been unable to occupy their weeks. I explained that any such gesture would be via a partial reduction in maintenance fees which would be credited to members' maintenance fee accounts, rather than paid out in cash and that any such credit would only be based on the net cost savings which the Club had been able to achieve by virtue of it being closed.

Our position is unchanged on this point, as is our advice that any potential credit is likely to be only a very small fraction of the maintenance fees which have been paid.

For clarity, the Committee's position is that as long as the UK government's advice relating to travel to Portugal remains unchanged, we will continue to regard UK members as unable to travel, notwithstanding the fact that the Apartments will actually be open to guests from 4th July. At the point at which the UK Government amends the advice against all non-essential travel, members' weeks will no longer qualify for any credit.

Once again, this update will be sent to Alto members by email and will also be placed in the news section of the Resort Solutions website. We know that a percentage of our members will not receive the email and therefore I would ask that the members who do receive this email, share it with their friends within Alto Club to ensure it reaches as wide an audience as possible. Members are encouraged to check the Resort Solutions website for further updates and official websites for more information on current guidance with respect to rules pertaining to air travel and the current guidance and restrictions in Portugal.

Yours faithfully



Stephen Smith, Alto Club Associates Chairman