



August 6, 2020

Dear Fellow Owners

Further to my letter dated April 20, 2020 which accompanied the maintenance fee invoices for 2020/2021, I am writing to provide you with an update on the current situation at the Resort.

I had been hoping to write to you as a result of the lifting of travel restrictions to mainland Portugal by the UK government. Unfortunately, as I write, I am not able to convey such welcome news, however, we remain hopeful that this will change within the next few weeks. As it is, I am writing with some genuine good news, albeit still subject to the uncertainty of the travel restrictions.

Portugal has escaped relatively lightly from the COVID-19 outbreak and was somewhat ahead of the UK in lifting the lockdown and gradually returning to the “new 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. Owners are encouraged to check official websites for the latest guidance on the situation in Portugal as it continues to change rapidly. We must be prepared for the possibility of further localised outbreaks of COVID-19 and any temporary restrictions brought in to deal with those.

Since the middle of June, the onsite team have been carrying out a review of our processes and a COVID-19 risk assessment in respect of the Resort to identify and reduce any risks to our owners, staff and guests.

In the light of this and bearing in mind the number of owners from mainland European countries, the Committee took the decision to allow a “soft” re-opening of the Resort with effect from July 11, 2020. Our intention was to allow a gradual resumption of activities, as we did not expect that all owners would necessarily want to travel straightaway.

By ramping up activity in a controlled and measured manner, it has allowed the on-site team to get to grips with the new methods of operating and to identify areas for potential improvement. Based on this experience, we are now well placed to open the Resort more fully when the UK government travel advice changes. We have also applied for and received the “Clean and Safe” designation from the Portuguese Tourism authority based on the plans we have put in place to operate in a COVID-19 secure manner.

Owners will notice some changes to the Resort in terms of reception, maid service and other aspects of the accommodation and facilities which we have had to adapt for the safety of owners and guests and to comply with the local guidance in place. Due to the ongoing developments with respect to COVID-19, the plans we have made are subject to change



depending on our experience as more owners and guests return and subject also to any developments in local regulations and guidelines.

We have re-opened the pool with a lifeguard in place. There is a restriction on the number of sunbeds around the outdoor pool and additional spacing is 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 is in place to ensure fair access to the sunbeds for as many guests as possible at the Resort.

Owners and guests with pool side apartments are being asked to use sunbeds on the grass in front of their apartments rather than by the pool to provide additional capacity. Further details of the changes which owners can expect at the Resort will be provided at the point at which they confirm their travel details (see below) and in further information which will be handed to them upon arrival.

Since we have re-opened the Resort, we have experienced higher occupancy than we were expecting; principally from owners and exchange guests from mainland Europe. Due to the UK Government travel advice, we were not expecting UK based owners but we have had one or two who have travelled. We understand the issues relating to travel insurance, but the option is there for those who are able to travel to Portugal having taken that into consideration.

To ensure that we are able to welcome our owners and guests in a controlled and safe manner, we require **all owners who are intending to travel to the Resort to confirm their travel plans with Resort Solutions prior to their departure**. The Resort Solutions office has re-opened but is operating with reduced numbers of staff.

Accordingly, owners 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 will be credited to members' maintenance fee accounts, rather than paid out in cash and that any such credit will only be based on the net cost savings which the Resort had been able to achieve by virtue of it being closed.

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 (unless they have chosen to at their own risk), notwithstanding the fact that the Resort is actually open to guests. At the point at which the UK Government amends the advice against all non-essential travel, owners' weeks will no longer qualify for any credit.



Owners should be aware that any potential credit is likely to be only a fraction of the maintenance fees which have been paid. We have recently finalised our accounts for the year ended May 31, 2020 with our auditors and these accounts contain a provision to cover the savings to that date which will be attributed to owners affected by the COVID-19 disruption. These accounts will be posted to owners along with the AGM notice papers for our AGM (see below).

The finalisation of the credits due to owners will depend on the impact of the outbreak on the costs incurred by the Resort over the whole period of the COVID-19 disruption and for that reason we will not be able to finalise the credits due to owners until we have reached the end of the main period of disruption. In all likelihood, this will involve us taking into account cost savings up until at least the end of August 2020 and potentially longer. The Committee hope to be in a position to inform owners of the maintenance fee credits to which they are due by the time of our AGM but this process may take longer, depending on future changes to travel restrictions.

In terms of the Resort's AGM, this will be held on Thursday, October 8, 2020 at the Three Swans Hotel in Market Harborough. However, as I write, any such gatherings with the potential to attract more than 30 people would be contrary to the UK Government's regulations on meetings. The Committee will therefore keep this matter under review and it may prove necessary to put in place arrangements to hold the AGM with only limited attendance from owners.

This update is being sent by email, by post and will also be placed in the news section of the Resort Solutions' website. We know that a percentage of our owners will not receive the email and we are therefore sending it by post as well. Owners are encouraged to check the Resort Solutions' website (www.resort-solutions.co.uk) for further updates and official websites for more information and current guidance with respect to rules pertaining to air travel and restrictions in Portugal.

I would like to take this opportunity to thank you all for your ongoing support of the Resort, and I look forward to seeing you either at the AGM or at the Resort.

Yours faithfully

Peter G. Kennedy
Acting Chairman