

21st August 2020

Dear Alto Members

Further to the update which I provided back on 22nd June, I am writing with a further update on Alto Club Associates and the Resort, following the lifting of travel restrictions to Portugal by the UK government on 20th August.

As I outlined in my last communication, we undertook a “soft” re-opening of the Clubshare apartments on 4th July 2020. Since that date we have welcomed steadily increasing numbers of members and guests to the Resort, principally those who have been able to drive to the Algarve or those travelling from countries without travel restrictions.

As we hoped, we have been able to ramp up our activity in a controlled manner and the on-site team have coped extremely well with the new requirements and methods of operating. We owe our thanks to Monica, Erica and the rest of the on-site team for their efforts in this respect. The experience we have gained means that we are now in an excellent position to welcome back our UK members and guests following the change in the government’s travel advice.

However, I am reiterating a number of important caveats from my previous communication. 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 normal, notwithstanding the recent spike in cases in Lisbon which delayed the lifting of the travel restrictions by the UK government. 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.

FOAS have put in place their plans for the re-opening of the on-site facilities as outlined in my communication of 22nd June 2020. The plans remain subject to change depending on the experience FOAS gain as the Resort gets busier and also subject to any developments in local regulations and guidelines.

To ensure that we are able to welcome our members and guests in a controlled and safe manner, we will continue to require **all members who are intending to travel to the Resort to confirm their travel plans with Resort Solutions prior to their departure**. The Resort Solutions office is open 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.

Whilst writing, I have an important date for your diaries. You will be aware that we were forced to postpone our AGM by the COVID-19 lockdown restrictions. The Committee have now decided that the re-arranged AGM will be held on Monday 12th October 2020 at 2pm at the Three Swans Hotel in Market Harborough. Further details and a formal AGM notice will be issued by post to members in advance of the meeting.

As I write, such gatherings as the AGM, with the potential to attract more than 30 people, are contrary to the UK Government's regulations on meetings. The Committee will therefore keep this matter under review but in all likelihood it will prove necessary to put in place arrangements to hold the AGM with only a limited number of owners in attendance.

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

A handwritten signature in black ink, appearing to read 'S E Smith', written in a cursive style.

Stephen Smith, Alto Club Associates Chairman