

7th July 2020

Dear Owners

I am pleased to be writing to you after what has been, and continues to be, one of the most extraordinary times in living memory. Your committee are now able to update you on the current position with regard to travelling to Calypso.

Whilst the situation with Covid 19 is evolving all the time, the UK Government has confirmed that there is now an agreement in place with Spain for UK nationals to travel without quarantine restrictions and the Foreign and Commonwealth Office has also announced that it is relaxing its advice on overseas travel to Spain as of the 10th July.

Given the above, the decision has been taken to bring some staff back on the 23rd July in order to prepare the resort for opening. Anyone wishing to arrive on the 30th July may do so as a number of apartments will have been prepared ready to fully open on the 6th August.

By opening in a controlled and measured manner, it will allow the on-site team to familiarise themselves with the new methods of working and to identify any areas for potential improvement ahead of the resort opening up more fully as we progress through July into August.

Throughout this period of time everyone has been working extremely hard to ensure that the resort is safe and well looked after. Reviews of all procedures on site including check ins/outs, cleaning regimes and social distancing etc. have been diligently carried out in order to identify and reduce any risks to our owners, staff and guests. This will result in the apartments taking longer to clean and therefore, for the foreseeable future, we will not be able to facilitate early check in or late check outs. Check in is from 1600 and check out is by 1000.

There will be sanitising stations situated throughout the resort including the pool area so that you can clean your sunbed before and after use. The swimming pool had developed a leak and this has been repaired during the closure of the resort. A trench had to be dug through the tiles and so you will see a newly tiled area around the pool which, I am sure you will agree, improves the whole area. Social distancing needs to be remembered not only around the pool but also in the pool. In this respect there will be no tables and chairs around the pool and sun beds will be in pairs, set out at 2m intervals.

Please remember that in line with current guidelines you will need to wear a facemask when you are heading out of the resort or cannot maintain social distancing. If you do not wear one you will be stopped by the Police and will face a hefty fine. Please ensure you have masks with you.

To ensure that we are able to welcome our owners and guests in a controlled and safe manner, we will require all owners who are intending and able to travel to confirm their travel plans with Resort Solutions within 14 days of departure date. At this stage it is imperative that the resort is aware who to expect so that they are completely ready for the

numbers of people expecting to travel. This can be done on line by completing and submitting the holiday planner via the Owner Services section of the Resort Solutions website, by emailing admin@resort-solutions.co.uk or by phoning Resort Solutions, whose office has now reopened but is operating with reduced staff, on +44(0)1858 431160.

Please remember that now the resort is open, if you decide that you will not be travelling to your week(s)

The options are still as follows:

1. Check for cover with your travel insurers

It may be possible for you to claim your maintenance fees as accommodation costs under the terms of your travel insurance. Individual insurers will have their own policies with respect to whether timeshare maintenance fees are covered or not but in the absence of the above option, it may be worth a try. Please contact admin@resort-solutions.co.uk if you need proof of your accommodation dates.

2. Bank your weeks with an exchange organisation

If you are unsure as to whether you will be able to travel or not, Resort Solutions advice would be to bank your weeks with either RCI or Dial an Exchange (if you are members of those organisations). Various costs will or may be payable depending upon which organisation you use and the length of time in advance that you bank your weeks. However, in both cases, it will be possible to take your exchange weeks within two to three years of you banking them (subject to the terms of the respective organisation). Contact details for the respective exchange organisations are as follows:

RCI	website	www.rci.com
	Telephone	0345 60 86 380

DAE	website	www.dialanexchange.com
	Telephone	01756 749966

3. Request an internal exchange for later in the same maintenance fee year

Members are able to request an internal exchange, through Resort Solutions, for occupancy later in the same maintenance fee year, subject to the request being made at least 8 weeks in advance of their occupancy date and to there being available inventory into which to exchange. Please be aware availability for the remainder of the year is very limited.

All internal exchanges are subject to an arrangement fee of £70 which applies to each block of weeks you are requesting to move. For example, if you own two weeks in June and you would like to take those weeks in December the charge would be £70 for arranging the internal exchange. However, if you wanted to take one

week in October and the other week in December, the charge would be £140 as that would represent two separate bookings.

If you would like to enquire about availability for an internal exchange, please contact Resort Solutions on admin@resort-solutions.co.uk

For those of you who wish to travel it is understood that there is a mandatory health form that needs to be filled out within 48 hours of your flight. The document is compulsory for all tourists entering the country and can be found at <https://www.spty.gob.es/>

This form was introduced on the 1st July and asks incoming passengers about their health and travel history and consists of five sections. It requires your passport number, information about your flights, where you will stay in Spain and your email address. Passengers will also need to know where they are sitting on the plane.

After the digital form has been filled out and submitted, passengers will receive a personal QR code which you must carry with you, either on your phone or printed.

Arrivals in Spain will also face temperature checks and visual inspections at the airport and if they fail any of these tests, they will be required to see a doctor immediately.

Once again this update will be sent to owners by email and will also be placed in the resort news section on Resort Solutions website. Owners are encouraged to check the website for further updates and official websites for more information on current guidance with respect to rules appertaining to air travel and the current guidance and restrictions in Spain.

Your committee would like to thank all of you for your on-going support of our club during this strange time and we look forward to welcoming you all back to Calypso which is looking lovely, fresh and clean. The gardens are in the process of being brought back up to their usual beautiful standard. Along with the swimming pool works a further 10 kitchens and 4 bathrooms have now been refurbished. This work had to go ahead as the orders for the works were signed prior to the event of COVID-19 and the contractors had ordered the materials.

We would ask that if you are returning to Calypso you are patient with the staff who have to conform to many new regulations which will increase their workload but I am sure they will still be smiling and helping you as much as they can.

Thank you all again.

Regards

Freda Devonshire
Chairman