

2nd March 2021

Dear Owner

Following my update to you last month, once again there have been further developments and it feels good to be writing to you with a more positive outlook.

The recent announcement of a pathway out of lockdown by the UK Prime Minister and the rapid roll out of the COVID-19 vaccine programme means that we can now hopefully look forward to travel resuming before the peak summer season. According to the UK government pathway, it may be possible for travel to resume by May 17, 2021 and if not then, by the end of June 2021.

Whilst the announcement of the pathway out of lockdown gives more clarity than we have had until now, all the key steps in the pathway and the associated dates are subject to revision should matters not progress as hoped. Accordingly, whilst we know the dates associated with the anticipated relaxation of the rules will not be brought forward, there is the potential for some of the key dates to be pushed back. I therefore urge you all to keep your plans for travel under constant review, both in terms of checking the official government websites for advice and the Resort Solutions website for any updates.

For owners whose weeks fall before the lifting of restrictions is likely to happen, I would like to once again remind you of the options available to you:

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. 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 whether you will be able to travel or not, you have the option of banking your week(s) with either RCI (if you are a member of that organisation) or 7 Across (previously Dial an Exchange). 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 your weeks (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

7 Across

Website: www.7across.com

Telephone: 01756 749966

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

Owners are able to request an internal exchange 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.

All internal exchanges are subject to a transaction fee of £70, which applies to each block of weeks you are moving.

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

The Committee has agreed to extend the offer of a concessionary week up to and including week 12 2021. Any owner who is unable to occupy their ownership week(s) from week 01 to week 12 (2021) inclusive will receive a week/weeks at Calypso, free of charge, in lieu of the week(s) they were unable to occupy. The Committee is keeping the situation under constant review and will be discussing the position with regards to potential concessions moving forward at their next meeting. As previously advised, onsite utility fees will still be payable on arrival. Allocation will be subject to availability on a "like for like" basis and will be on the condition that 2021 maintenance fees are paid up to date. As a reminder, any owner who has successfully claimed against their travel insurance or has banked their ownership with an exchange company will not qualify for this concession.

Initially the Committee had agreed that concessionary weeks could be taken over a 2 year period (2021 & 2022), however in consideration that there is likely to be an international travel ban in place for the first half of 2021, the Committee has agreed that concessionary weeks can be taken over a 3 year period (2021, 2022 & 2023).

We continue to operate the resort with a skeleton staff who are working tirelessly to keep Calypso looking beautiful for your return. In the meantime, on behalf of the Committee and staff at the resort, thank-you all for your on-going support of the Club. I for one cannot wait to be sitting on our balcony with the sun on my face and glass in hand, and this now looks to be within reach!

Best regards



Freda Devonshire

Chairman