



26th June 2020

Dear Members

I am delighted to be writing to you after what has been, and to many extents continues to be one of the most extraordinary times in living memory, and at last be in a position to share with you some good news.

The Prime Minister has announced this week several easing of the lockdown measures, which will come into force in England from July 4th. Unfortunately, this does not apply to Haven Court, but following the announcement by the Welsh First Minister, Mark Drakeford, we are hoping to be able to start welcoming back members from Monday 13th July. At this stage, the First Minister has only indicated that holiday accommodation can re-open from the 13th July, with a final decision to be made at the next official review on 9th July.

Although the timeframe for Wales allowing the tourism sector to start re-emerging from strict lockdown measures is still subject to some uncertainty, Robin, our Resort Manager has been working closely with Vicky Du Bois-Sandy, our Account Manager at RSL to carry out a review of our processes to identify and reduce any risks to our members, staff and guests and to ensure that the resort is fully COVID secure.

Whilst it is wonderful to be able to look forward to the re-opening of the resort, the Committee is very sympathetic to those owners who have been unable to occupy their weeks during the last 3 months and will keep this matter under review. However, we will not be in any position to make any decisions on if, and what concessions may be made until the full financial impact on the Club is known.

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 of the Resort Solutions' website or by phoning the Resort Solutions office on +44 (0)1858 431160.

This update will be sent to members by email and will also be placed in the news section of the Resort Solutions website. The system we currently use for email communication is primarily for marketing purposes and will therefore not send emails to members who have previously ticked a preference for no marketing emails. In addition, it will not send emails to those members who have previously not opened or interacted with emails sent to them. Accordingly, we know that a percentage of our members will not receive this communication. Could I therefore ask that the members who do receive this email, share it with their friends within the Club to ensure it reaches as wide an audience as possible.

On behalf of the Committee I would like to thank all members for their understanding and on-going support during these challenging times we find ourselves in.

Yours sincerely,

David Head.

Chairman, The Haven Court Owners Association.