



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.

Following the announcement by the Prime Minister this week we are delighted that we will be able to re-open the resort and once again welcome members back to The Lakelands from Saturday 4th July.

Over the last few weeks Lisa Holden, 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. In order to comply with the Government's advice on managing the risk of COVID-19, on arrival only one person will be able to enter Reception. There will be hand sanitiser at the front door of Reception for you to use prior to entry. Check-in time is from 4pm to 6pm. Please note that due to additional cleaning requirements we will not be able to facilitate early check-in for the foreseeable future, and the check-out time of 10am must be strictly adhered to.

Members will be contacted a week prior to arrival with up to date information, and will be asked to pay the weekly utility fee as this will minimise contact at check-in.

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 Lakelands 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,

Andrew Whitley, Chairman, The Lakelands Owners Club.