



To Our Valued Owners and Guests,

As the situation surrounding the COVID-19 virus continues to evolve, we want to assure you that the safety of our owners and guests is our top priority at Blue Tree Resorts. We are working diligently towards strengthening our cleaning protocols and are taking enhanced preventive measures that are aligned with the guidance of federal, state and local health authorities. These measures include:

- Increasing the frequency of cleaning for all of the resort's high-traffic, high-touch areas – including common areas such as the pool areas, sports equipment, lobby, business center and our public restrooms.
- Adding hand sanitizer dispensers at the front desk and lobby.
- Ensuring that all cleaning products in use at our resort meet CDC requirements for effectively combatting the COVID-19 virus.
- Putting protocols in place so that we are prepared to act swiftly if public health authorities notify us of a confirmed case of COVID-19.

As we are in the process of updating and implementing our cleaning policy, we would like to inform all guests that we will continue our twice weekly towel service and accommodate housekeeping requests. We will also be limiting our non-essential maintenance services during your stay.

In addition, we want to ensure that you have full confidence when you book your vacations with Blue Tree Resorts and we encourage you to follow the guidance of public health authorities as well as your medical providers in order to make travel decisions that are best for you and your family. If you feel that you need to amend your current reservation, we are adjusting our current cancellation policy so that you may reschedule your reservation in the future without penalty.

Our Blue Tree Resorts team is taking every precaution possible and will make every effort to ensure the safety and well-being of you and your family during your stay. We will continue to update our safety protocols as new virus updates become available.

Sincerely,

Blue Tree Resorts