



Craigendarroch Owners' Club

Dear Owner,

I hope this communication reaches you in good health.

As you may know, the hospitality sector in Scotland is preparing to reopen on 15 July 2020, subject to final approval from the Scottish Government. Any property re-opening must satisfy essential public health requirements, such as risk assessments, increased social distancing and the delivery of sufficient levels of personal protective equipment (PPE).

I know Owners are keen to get back to the resort, and the Hilton Grand Vacations team is working hard to open on 15 July. In that regard, Hilton Grand Vacations announced its Enhanced Care Guidelines, which highlight the work the company is doing to provide all guests and Team Members with confidence in the cleaning and sanitation steps at each HGV location. You can learn more about these steps by visiting my.hgv.com/clean-stay or Higvc.co.uk. These steps will also be available for printing at the resort if you would like to read them during your stay.

To supplement HGV's Enhanced Care Guidelines, teams at the resorts will be issuing a resort-specific information flyer to all in-bound guests in their pre-arrival packs, which will provide guidance regarding any additional impacts to services and facilities. The content of the flyer will be accurate at the time of printing, but is subject to change on a daily basis as restrictions are eased.

I am excited that we will soon be able to enjoy our time with our families again at the resort, but I need to stress that there will be resort-specific health and safety guidelines that must be followed. Everyone has a responsibility to abide by the guidance communicated by the public health authorities, and I would ask that everyone respect this guidance for the benefit of all.

Although we have every hope that the resort will open on 15 July, if any of the key re-opening criteria identified by the Scottish Government are not met, the re-opening of the property may be delayed. As soon we are able to confirm that the resort can re-open, Owners who have reservations falling on or after that re-opening date will be contacted to confirm their arrival date.

Yours sincerely,

John Curry
Chairman, Craigendarroch Owners' Club

Please do not reply to this message. If you have questions or comments about your ownership, please contact your Committee whose details can be found at www.craigendarroch.com.