

Dear Valued Owner,

Firstly to all our USA owners , we wish you a wonderful 4<sup>th</sup> of July weekend and to our Canadian owners, we hope you had an enjoyable Canada Day break that included a well earned reprieve.

With the planned re-opening of the TCI borders and the regulations surrounding that re-opening now being circulated and discussed, we felt it was a timely moment to provide you with some general updates.

As many of you may be aware, there was a recent rise in the number of confirmed Covid-19 cases recently, after a prolonged period of no rise. It is important for us to put this new group of cases in context, in that it was largely the result of one specific meeting event that led to testing for all in attendance. The reality is, with more timely on-island testing now available over the past two weeks, we should all expect to see more documented cases because of that access to testing. The good news is that so far it appears to have been effective in quickly gaining control of the source and any contact tracing related to that event. One good thing that may come from this small rise, is that it has made the island aware of the fact that having absolutely zero covid-19, is not a realistic situation anywhere in the world. What is truly important is how it is mitigated and controlled through prudent protocols and vigilant practices.

The Islands have taken a very cautious approach to date and used that time to increase the health care capacity within the Islands, and in particular Providenciales including on site PCR testing facilities . Our number of cases remain extremely low and total deaths remain at only 2, with both of those cases being related to individuals with advanced pre-existing illness.

Based our recent email you will know that the TCIG had decided to impose a pretesting requirement in order to visit the islands and this seems to have widespread acceptance among the resort sector. The one concern however, is that the testing was required to be carried out within 72 hours of your travel and from the industries standpoint, the concern was that would not be achievable for many potential travelers.

Many of you will have received a survey last week which we circulated with the intent of providing valuable unbiased feedback to TCIG and the Ministry of Health. Based on the feedback from the owners across all three Hartling Group resorts, it became evident that 77% of you felt that the 72 hours would make it either impossible or impractical to try and travel here, if that was the criteria at the present moment. The full details of the survey have been submitted to the various government officials and there seems to be some productive and receptive response to the data. We will need to wait to hear if there will be a lengthened timeframe to allow for the testing, and we will update you on any change in this regard. We want to sincerely thank those of you that were able to take the time to respond and provide your valuable input.

The other requirement being proposed is verification that the traveler has an insurance policy that would cover the costs of repatriation should any member of the family test positive during their stay in TCI. Many members of the industry are researching the various options that may exist. It is important that the policy does not exclude Covid-19 as an eligible illness to trigger the repatriation flight coverage. If you have access to such a policy, please feel free to pass on the details so it can be reviewed along with the other avenues being explored.

Our goal is to formulate a carefree portal for our potential guests that allows us to offer a simple one stop solution to the entry requirements through our Reservations Department . This will include some nationwide testing options that could work if the testing period gets extended to somewhere in the 5-7 day range.

There have been a few changes made to the Phased opening plan in response to the slight increase in positive cases. The majority of these relate to the delay of some of the on-island relaxations that were to start on July 6<sup>th</sup> and they will be moved to July 13<sup>th</sup>. This includes the opening of sit-down dining, increase in gather size, contact sports etc. These were all very sensible and prudent amendments.

Coming back to the resort level we are carrying out many refresh projects including all of the wood refinishing around the Courtyard, Sui-Ren, Ballroom, and Colonnade areas.

Our magical Yadviga has taken on the massive undertaking of refreshing the iconic rope bar feature with its countless strands of rope and fittings. The massive structure has been partly disassembled, refinished, and ropes individually cleaned. A special thanks for her unmatched persistence.

Many areas are under deep clean now and we feel you will be pleased to see how the property has been maintained over this period.

Thanks to some welcome rains the landscaping including the natural vegetation on the Island looks much happier than during the drought in April/ May.

One final item relates to the mission food drive that we carried out for 625 of our employees across all three properties. The undertaking was mammoth in its nature when one considers what was involved from the procurement, the shipping, unloading, sorting, packaging and then distribution of such a comprehensive food package to this many people. We had over 40 key team members donating their time over a 3-4 day period working long hours and I have to say, I could not be more proud of everyone. On day one we developed a drive through pickup system where we handed out over 525 full food bundles in a 4 hour period. This took place from our Grace Bay Village Corporate center and the response was so incredible that at one point there were employee vehicles lined up all the way back to Shays Café by Salt mills. It was a heartwarming day that deserves more than a mere mention in this update so we will take a moment next week to send some pictures and video of the Mission. A special

thank you to all of you who donated along with us to make this possible. It was deeply appreciated by the staff who need the assistance during these times.

In closing, we continue to thank you all for your understanding and support while we all look forward to welcoming you back to you Island home.

Be well

Stan Hartling and team