

Dear Valued Owners,

Good evening,

With all of the various turmoil this week in relation to the Covid-19 virus, we felt you would indeed be wondering what effects we are feeling from the public concern, and what measures we are taking to mitigate its massive effects.

In terms of staff awareness, education, and training in regards to Covid-19, we have held town hall meetings at each property covering detailed discussions and protocols to deal with scenarios that might arise from our guests and owners. This includes prevention, clarity of the risks, ways the virus is contracted as well as new ways to warmly engage a guest without using handshakes, hugs and other forms of contact. This process is ongoing and we are maintaining a comprehensive outreach on a daily basis with our teams.

To date there are NO confirmed cases of Covid-19 in the Turks and Caicos, but there are 2 suspected cases that have been placed in quarantine while the government waits for test results to be returned. In addition, as a precaution, there are 10 other people in quarantine that were relatives of the suspected cases or persons traveling in from high risk country.

In terms of cancellations, there has been a great deal of effort put into giving the travel advisors as much positive and correct information as possible including webinars and other outreach initiatives. We are working closely with our key travel partners, however, despite the large scale efforts in this regard, the press and the public sentiment seems to be prevailing at the present moment, despite the fact that the Caribbean Islands have only shown a moderate amount of cases.

Over the past 48 hours, we have seen a sharp increase in cancellations that range from individual stays to group bookings related to the concern over the “travel” component. We need to give our support and thanks to our amazing reservations team that have been working tirelessly to inform concerned guests correctly, and where possible convert an intended cancellation into a deferred stay. We greatly appreciate all their efforts and dedication during these times.

At the present moment primarily because of the 48-72 hours we are seeing a 20-30 percent drop in bookings over last year, when prior to this, we were witnessing a year that was ahead of last year’s pace. At the moment, we are not seeing forward

bookings due to the uncertainty surrounding travel restrictions. We remain very vigilant and precautionary over what the upcoming months will bring in terms of public concern and government policy on international travel.

We want you to know that we are doing everything possible to safeguard our mutual interest during these very confusing and in some ways - irrational times.

We wish to remain confident that the public will begin to see that the Caribbean is a very stable vacation option due to its warm temperatures that are not favorable for the Covid -19 virus and the open air natural experience versus other closed environment vacation options this time of year. However, until the USA and Canadian governments make travelers confident again, I sadly think we will see little recovery in booking pace.

We will continue to update you as we know more and continue to navigate through these unusual waters, but continue to give thanks for the strong team around us.

The Sands

AT GRACE BAY



The Sands team members are committed to delivering a memorable welcome with their usual great smiles – but at least for a while, we will stop shaking hands, hugs and kisses! With this in mind, *the gesture of hands to our hearts is our way of welcoming you* with Heartfelt Hartling Hospitality as we work together to keep Turks and Caicos Coronavirus free.

[#HeartfeltHartlingHospitality](#)

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GROUP