



13th May 2020

Dear Owner,

Firstly, I hope you are staying safe and well at this difficult time.

Yesterday the Government issued guidance regarding the easing of certain restrictions on travel and exercise for England. The prime ministers address was followed by the detail and it wasn't until yesterday late afternoon that the picture became clearer.

This detail was included in the Government's Guidance document published yesterday, entitled **Staying Alert and Safe (social distancing)**. Under Section 3 Businesses and Venues it says:

For the time being, certain businesses and venues are required by law to stay closed to the public.

These include:

restaurants and cafes, other than for takeaway
hotels, hostels, bed and breakfasts, campsites, caravan parks, and boarding houses for commercial/leisure use,

This is a disappointing but not unexpected decision by the government, and we as a business respect the overall policy to do what we can to protect the NHS, control the virus and save lives. We have, as our first core promise, a duty of care to customers and staff safety and therefore, as legally required, we will continue to keep the resort closed until further notice.

The government did allow the reopening of the golf courses and to allow Searles resort to open we have introduced a strict admittance regime for the members who wish to come and play golf. Only those members that are playing golf will be allowed on resort. Members will have to pre book and are prohibited from accessing their holiday homes on resort during this visit.

Looking forward the guidance from Government listed holiday parks under phase 3 of the roadmap to reopen the country. The date for phase 3 is 4th July, and we, and our colleagues from the holiday parks industry are working non-stop to ensure that holiday parks are amongst the first of the accommodation providers to be allowed to reopen.

If the scientists are satisfied that the Government's 5 tests are met, and there isn't a 2nd peak in the virus cases, then the picture becomes more hopeful. We also support an approach gathering pace in the holiday parks industry that Owners are allowed back onto parks in the first instance. This would allow our resort to come back to life in a controlled way, ensuring the proper respect of local communities concerns on reopening tourism are correctly managed.

We continue to constantly monitor your holiday homes sited on the resort and are actively maintaining the lawns, gardens and watering your plants. We want the resort to look as good as it can for your return.

In terms of finances, Joanna has written to you with regard to the extension of the utilities invoice payment date which I hope helps in your planning and Lorae will be shortly sending you your Insurance renewals which I'm pleased to say we have successfully negotiated to offer the same rates as last year.

As mentioned before, we will act reasonably and fairly when announcing a package of measures to thank you for your continued support of the business at this time. Please continue to pay your direct debits in the usual manner and the business will make a credit to your 2021 pitch fee payments. The exact amount and timings will be confirmed as we reopen the resort.

Kind regards

Paul