



To all the Owners of Los Claveles

Given the situation that we are all experiencing, I want to express my wishes that you and all your family are well and that we must have faith that this situation will pass.

As everyone knows, due to the outbreak of the coronavirus pandemic (COVID-19) worldwide, most European Governments have taken different measures to combat the impact of the virus. Most of these measures refer to restrictions for people to move freely inside and outside the Country. In Spain, the Government has declared a state of alarm that includes the closure of all vacation and timeshare resorts.

As a result, WIMPEN together with the DOA have taken series of measures:

1. We are not permitted to open the resort, which is why we have been forced to close LOS CLAVELES by the State of emergency.
2. We are applying an ERTE to the staff that are working in LOS CLAVELES, which is a temporary suspension of their work contract, due to the National Emergency. The State assumes the payment of wages while we remain closed. We maintain a full-time maintenance, gardening and part time management staff as well as the Security, and will maintain control of LOS CLAVELES.

I must also inform you that rental income will be significantly reduced this year, as we cannot rent during these months and the demand will be low during the first months once we recover.

From WIMPEN we recommend that you pay your maintenance fees into the Community account of Los Claveles, each owner (Escritura and / or member of the Club) must make their payments in this account. This is the only account that WIMPEN as administrator for the Community, has obligations to control these payments.

Remember that the payment of your maintenance fee into the Community account of Los Claveles is the only money that is used to maintain all the expenses of LOS CLAVELES. This is a time when disputes and confrontation must cease and have the sole purpose of LOS CLAVELES to be able to get out of this situation as best as possible. So I reiterate that you pay your fees to the Community account of Los Claveles.

We have carried out a financial forecast and our income will be affected, possibly closing with a negative result for the first time in many years, but we should not worry as we have the financial strength to be able to bear the situation easily but without relaxing.

Owners who are affected by not being able to use their weeks due to this situation, we will propose that these weeks may be used at other dates this year or next depending on availability.

I want to inform you that our customer service is available, with reduced staff as established by the State of Emergency, so I beg you to be patient if we cannot respond immediately, but we are here to assist you and inform you.

We have been working hard, to solve this situation and we have our spirit as always in LOS CLAVELES is the priority of WIMPEN and DOA, so that you can all continue enjoying your Holidays.

I want to reiterate our greatest commitment and faith that these difficult moments will pass, and despite the general uncertainty we are all now living, eventually with strength and hope, we will move forward again

Yours Sincerely

A handwritten signature in blue ink, appearing to read 'Germán Castro Pereira'.

Germán Castro Pereira
WimPen Leisure Management
(Acting as Manager for Los Claveles DOA)"