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Dear Owners

Above all, I want to wish you and your family good health, together with all the Los Claveles family.

As we have previously advised during this very difficult situation caused by the Pandemic that is affecting us all, we have been required to follow the Spanish Government's decision to shut all tourist accommodation, including Los Claveles.

At the end of February, at WimPen, we saw how complicated the situation could be and what could happen, so we notified Roger Barrow and Peter Mason, President and Owners' Representative, that we would take measures to reduce costs. Since then the entire WimPen team have planned a strategy to contain expenses and forecast income.

The most important saving was the implementation of a furlough scheme in Los Claveles, for which WimPen developed a legal strategy in order to get it authorised by the Spanish Government. Its implementation has saved us approximately **180,000 euros** for this period of 2020, together with other savings amounting to approximately **100,000 euros**.

However, we also sadly had a significant fall in rental income, as we were required to shut from 15th March until 30th June; we also anticipate that rentals for July and August will not be as successful as other years. The reason the provision for bad debtors will increase is the amount of money that the Committee and the president of the Club, Mr. Fletcher, receives which does not contribute to the expenses of the CLUB or LOS CLAVELES.

From WIMPEN, after different analyses proposed to Mr. Barrow and Mr. Manson, the possibility of giving a BONUS to the Weeks affected by the closure of LOS CLAVELES by COVID-19 has been received with great joy by the owners, even though it does not console them for not having been able to use their weeks,

What is important is that, despite having a large loss of income, with the savings we were able to achieve we will have a far lower deficit than expected, which is a good result considering this difficult situation.

During these months we have worked closely with the President Mr. Barrow and Owners' Representative, Mr. Mason, giving weekly income, projections, reports, and working together for the benefit Los Claveles to achieve the best possible result.

We have also given them monthly reports on the situation with the resort, drawn up by the Manager and staff, as well as the work carried out by the maintenance and gardening team so that the resort is maintained to the standard in which you left it.

We are living in difficult times, but by working together WimPen, Mr. Barrow, Mr. Mason and with your support, the Los Claveles Community will come out in the best possible position.

At the moment there is a possibility that suggests we can open on **Friday 3rd of July 2020**, in **WEEK 27**, since the Spanish Government has said that tourist establishments can open, as well as international flights.

I am therefore pleased to be able to tell you that in the meeting with the DOA President, it was decided to open on Week 27, which is Friday 3rd of July, obviously provided flights from the UK are allowed and that quarantines are removed. If there are changes to the opening date, we will advise you accordingly.

When we open, we will need to have a 'new normal', which will limit our social gatherings and the use of the common parts, as required by the Spanish Government, otherwise we will incur sanctions, both personal and for Los Claveles. The following rules have now been approved by Roger Barrow and Peter Mason:

SWIMMING POOL LIMITED CAPACITY USE: The Spanish Government has established limitations for the use of the swimming pool and loungers, and the following protocol has been agreed:

Turns in the Pool will be taken as follows:

1. 09:00- 10:00 ONE HOURS
2. 10:00 – 12:00 TWO HOURS
3. 12:00 – 14:00 TWO HOURS
4. 14:00 – 16:00 TWO HOURS
5. 16:00 – 18:00 TWO HOURS
6. 18:00 - 20:00 TWO HOURS

- People will need to request reservations at Reception daily; it will not be possible to make a single request for the whole week.
- Only one turn can be requested each day; if at the end of your turn there is space, you can ask for another.
- To identify shifts in the pool, colour identifiers will be delivered, which once expired must be given to the lifeguard or, failing that, to the reception.
- Only members of the same family who are staying in the same Villa can occupy loungers.
- There must be a distance of 2 metres minimum maintained between loungers.
- You can only make use of the pool according to the capacity established by your reservation.
- Loungers must be disinfected between use and guests must wait for them to be disinfected before using.

We realise this decision and protocol are not what we would ideally have wished for, and that not everyone will like it, but we have made decisions and established protocols that we consider the best for all within the limitations posed by this Pandemic. We are also following government guidance.

VILLA CLEANING: Faced with this Pandemic, new cleaning criteria will need to be established, for the protection of our staff and guests. Therefore, during cleaning, guests need to leave the villa; only staff can be present. This is for your safety. New disinfecting procedures will be applied. You cannot request special cleaning times, which will be decided by the Manager and Housekeeper.

REMOVAL OF EQUIPMENT FROM THE VILLA: According to the Spanish Government's requirements, all textiles such as cushions, blankets, tablecloths, rugs, etc. must be removed, as well as ornaments and everything that can be touched and create a point of contact for contagion, leaving all surfaces as clean as possible, so all objects will be removed from villas for this year.

USE OF THE RESTAURANT BAR AND TERRACE: Restaurants and terraces will have limited capacity. Tables will be separated by the required distance, seating only the maximum limit of persons allowed; these requirements are mandatory.

USE OF THE MINI MARKET: There will be limited capacity and people must maintain a minimum distance of 2 metres between each other.

COMMON AREAS, MINI MARKET AND RECEPTION: Social distancing must be observed both in common areas and Reception, so there must not be any type of congregation in these areas and social distancing must be maintained.

USE OF MASKS: Surgical masks must be used in open spaces, public roads and closed areas accessible to the public, provided that the safety distance of 1.5 meters cannot be maintained. In public transport the use of masks is mandatory. Masks are widely available at the moment but it is recommended to bring your own masks from the UK.

PAYMENT BY CREDIT CARD: It is recommended that payment is made as much as possible by credit card.

DETECTION OF ILLNESS UPON CHECK-IN BY TAKING TEMPERATURE: Each guest must have their temperature taken on arrival, be they an owner or rental. If the temperature is above 38 degrees, they and their family must be allocated a villa, asked not to leave and the established protocol for cases of possible contagion activated.

SHARING YOUR VILLA: Owners who share their villa with a different family do so at their own risk. If just one occupant develops symptoms, then all occupants will be required to remain isolated in their villa.

In the face of uncertainty, we have to be aware that these measures may change, either to be relaxed or made more rigorous, and WimPen will always be adapting and communicating accordingly. You will also be advised on arrival what procedure to follow.

Although WimPen and your representatives for the Los Claveles Community are taking total responsibility for decisions and actions, we stress that we are conscious that we do not enjoy having to take these measures, but it is the new reality we are living with, which we hope soon will be a bad dream.-

I would also like to thank your President, Mr Roger Barrow, and Owners' Representative who have been working together with WimPen dealing with correspondence, reports, analyses, telephone calls and virtual meetings, and have always responded positively and shown a willingness to work for the benefit of Los Claveles.

I would like to end by thanking the entire family of Los Claveles who, despite the Pandemic having touched us all, continue to look forward each day, and I am sure that we will come out stronger, despite the situation. I'm reiterating that Los Claveles is safe and secure thanks to all of you.



Mr Germán Castro

Chairman of WimPen Leisure Management S.A.