

Dear Valued Champagne Sports Resort Guests,

As we all find ourselves in uncharted territory with the COVID 19 virus, we at Champagne Sports Resort, in line with our President's 21 Day Lockdown conditions, are formally closing our resort effective 12h00 Thursday 26 March 2020. The resort will remain closed until 16 April 2020, after which we look forward to welcoming you back to our wide open spaces and fresh mountain air.

This is an announcement we thought we would never make, however, we are all in this unfortunate situation together and we need to act responsibly and compassionately for the sake of all our families, our friends, our staff and our country.

For any HOTEL GUESTS with confirmed reservations during this 21 Day Lockdown period, please [click on this link](#) to see the temporary revised cancellation policy enabling our guests the opportunity to postpone their bookings without penalty to a later more suitable date. Please contact our reservations on (036) 468 8000, or email [reservations@champagnesportsresort.com](mailto:reservations@champagnesportsresort.com) to amend your booking.

For any TIMESHARE OWNERS or rentals of owners' weeks with confirmed reservations in Peak or Flexi weeks during the 21 Day Lockdown period, please [click on this link](#) to see the timeshare cancellation policy. In this unusual situation, the Share Block board are concerned about this loss of occupancy to our owners. They will consider what can be done to mitigate this loss of occupancy and will communicate the way forward to these owners shortly. We await a response from the board and will inform owners as soon as we can.

Likewise, for any guests with confirmed FLEXI RENTAL reservations for the 21 Day Lockdown period have the opportunity to move their reservation to a preferred future FLEXI week within the current calendar year before the 4<sup>th</sup> December 2020, subject to availability. These weeks will come from the management owned weeks so only 1 move will be permitted to a future week. Any deposits or payments made will be held on their behalf and credited against those future bookings. Should you be unsure of your travel plans, please inform reservations and they will hold your deposit until you have decided on a week. Please [click on this link](#) to see the timeshare cancellation policy. For any queries please contact our reservations on (036) 468 8000, or email [reservations@champagnesportsresort.com](mailto:reservations@champagnesportsresort.com)

These are unprecedented times and we are doing our best to assist our guests, sustain the business and survive the catastrophic economic effects of the global pandemic we are all experiencing.

We look forward to hosting you all, our valued guests, back to Champagne Sports Resort in the very near future.

Please stay calm, stay safe and look after each other.

Sincerely,

The Champagne Sports Resort Family