

March 23, 2023

Dear Lindo Mar Member:

My name is Daniel Garza, Regional Director of Resort Operations at Trading Places International (TPI). I have had several meetings recently with your Board regarding the recent confusion surrounding the 11-month float booking window for floating usage weeks.

Your Board of Directors, upon hearing from several Lindo Mar members that there were reservation issues, took immediate action to engage the TPI management team with instruction that TPI take immediate corrective action. Your Board of Directors considers member feedback of the utmost importance and acts, with a sense of urgency, to correct errors and deficiencies.

In short, as was done in previous years, during December of 2022, the call-in sheet was posted to the Lindo Mar website, social media sites and sent by email to all members with email addresses on file. Unfortunately, there were errors in the call-in dates listed for week 5 and 6 resulting in a two-week period in which the TPI reservation team followed the rules & regs policy of 11 months to the day.

To avoid future issues, your Lindo Mar Board has taken further action to update the Use Week Booking section of the Lindo Mar Rules and Regulations as follows:

- **Regular Use Weeks** – On a space available basis, and if your Club account is in good standing, you may request a reservation on the first Monday that is no more than eleven (11) months before the first day of the Use Period desired.

This means for the week desired; the call date will be the first Monday during that Saturday week number. Should the Monday fall on a holiday in which the TPI office is closed, the call-in date will be the next business day, which would be Tuesday.

Your Board of Directors continues to work extremely hard on your behalf and I apologize for the error and any inconvenience this has caused you or your fellow Lindo Mar members.

Best Regards,



Daniel Garza
Regional Director, Resort Operations