



Dear Lindo Mar Members,

The coronavirus (COVID-19) pandemic has continued to evolve at a rapid pace. Your Board of Directors would like to assure you that management is closely monitoring the Centers for Disease Control (CDC), World Health Organization (WHO), and local health departments recommendations regarding COVID-19. On-site management has implemented and will continue to implement new policies, procedures, and practices that meet or exceed the recommended guidelines of these organizations. Some of these measures include:

Front Desk:

- Wiping down the countertop with Clorox wipes frequently.
- Disinfecting room keys upon check-out.
- Disinfecting front desk equipment.

Maintenance:

- Disinfecting the door handles to each room.
- Wiping down gym equipment and elevators with disinfectant.
- Disinfecting the surfaces that have been touched, when we enter a unit for a repair.

Housekeeping:

- Disinfecting all common areas regularly.
- Using gloves when cleaning the rooms.

Restaurant:

- All kitchen personnel are wearing face mask.
- Disinfecting the bar counter frequently.
- Wiping down tables using disinfectant after each guest.

We recommend washing hands frequently for at least 20 seconds, and when you are unable to do so, please use hand sanitizer. Please also be advised that all of our staff is practicing social distancing; we will no longer be offering handshakes or hugs.

The safety of our members, guests, and employees is the upmost important; we are doing everything possible to keep everybody safe.

Our responsibility as a Board is to ensure the long-term financial health, and the continuing excellence of our “home away from home.” Reservations will continue to be accommodated based on our Association’s policy, our governing documents, and local health authority requirements. Members who choose to cancel their use week(s) understand that we cannot guarantee that any replacement week(s) will be available. Please note: your 2020 maintenance fees are non-refundable.

If you and your guests get stranded in Puerto Vallarta because flight gets cancelled or rescheduled to a later date, please reach out to management who will do their best to accommodate you at the resort.

Please visit our website at www.lindomarresort.com for updates on COVID-19’s impact on Lindo Mar.

Please stay safe and well.

Sincerely,

Your Board of Directors