



Update to our owner families

To our family of owners, the most recent developments in the coronavirus (Covid-19) have impacted us all in some way. We understand the last few days and weeks have been unsettling for the world as our most trusted routines and ways of life have been disturbed. We at Soleil Management and the Somerpointe Resorts Family want to assure you that our highest priority is the health and well-being of our owners, guests and employees. With that in mind, we wanted to update you on the actions we have taken in response to the outbreak.

Supporting your plans

We know that flexibility and support is what you are looking for right now, so you are welcome to cancel an existing reservation booked through your Home Resort and your time will be restored to your account without penalty. This can be achieved either online through the Soleil Management Owner Portal (www.SoleilManagement.com) or over the phone with our Owner Services Department by dialing 1-800-775-8463. Any reservations booked through an exchange network are subject to the policies established by the exchange network.

During your stay

Our number one priority is your health, safety, and well-being. We are closely monitoring developments around the world and are in contact with the Centers for Disease Control (CDC) and the relevant local authorities to ensure the actions we take are comprehensive and suitable. In addition to all normal health and safety procedures we are sanitizing high-traffic public areas at an increased frequency. In addition, we have provided all our resorts with best practices and guidelines and have supplemented these resources with additional COVID-19 cleanliness-specific guidance, training and information.

Our Employees

Our employees are family too. To support our employees, we have increased communications and access to real-time resources, company guidance and support. All employees have access to medical services with a health care provider online anytime, anywhere with a mobile device or a computer without having to leave their home. In addition we provide a robust benefit package which includes a generous PTO (Paid Time Off) plan that provides sick pay to all full-time employees and are requiring everyone to seek medical attention if they are showing any signs of illness prior to coming to work. Lastly, we have been in close contact with our healthcare insurance providers who are also honoring specialized benefits for those in need of medical attention without any additional out of pocket costs to our employees.

In challenging times family is most important. Whether you have plans to stay with us now or when you reserve your time in the future we are ready to welcome you to your home away from home soon.

Sincerely,
Soleil Management