

2020 Advisory Board Spring Newsletter

May 2020

Dear Marriott's Club Son Antem Holiday Owner:

We are in the midst of a difficult Covid-19 crisis. The Advisory Board of Directors has just concluded the first Board meeting of the year with the management of Club Son Antem - a total of three days - this time as video conferencing.

The Spanish State of Emergency started on March 14th and since then all hotels and holiday accommodation have been temporarily closed. Nobody has been allowed to check in at Club Son Antem, but those guests who did not have the opportunity to travel home have been able to stay at the resort.

Most employees are on temporary unemployment and all the facilities at Club Son Antem are closed. There is still basic maintenance of the villas and gardens to make sure the resort is secure and to provide a service to any guests at the resort during the lockdown. Most renovation projects are currently on standby. There will, of course, be some savings on operating expenses but it is too early to say how much.

Plans will be made for the reopening the resort once restrictions in Spain are gradually lifted. This will be done in phases but there are still no dates for the individual phases. At the moment it's impossible to say what will happen and when. Your country might also impose travel restrictions to Spain.

When the site opens again new procedures will be in place for additional cleaning and disinfection to ensure the safety and security of guests, staff, and physical resources.

The board is following the situation closely and wants to ensure that owners are kept up to date with the latest developments. In the meantime you can find out what's happening and when and read the latest cancellation policies on hub.vacationclub.com.

We will follow the situation and ensure that savings are managed the best possible way. Any savings on operations in 2020 will be carried over to 2021 and will have an impact on maintenance fees for the next year.

The Board of Directors is pleased to note that the expenditure for 2019 is 34.000€ below budget. For 2020, because of the current crisis, there will be savings on housekeeping, utilities and operating costs. However, there will be a slight increase in loss prevention costs.

It is important that renovation of the resort is carried out regularly to maintain a high standard. A part of the annual maintenance fee is added to the Reserve Fund, which is used to finance renovations. Over the coming years, a major renovation is planned. In addition to ensuring that there is money for the renovation, the Board will follow closely the planning phase to ensure the results are good.

As of this year, Club Son Antem, together with the other European Marriott Vacation Club's, has entered a collective membership of EUROCC, the European voice for Timeshare owners. The board will ensure that all Club Son Antem owners can benefit from membership in major European languages.

By October, three members will be elected to the Board of Directors. At the beginning of July, you will receive an email with the Notice of Election package. Voting will end on September 2 and it's important that you use your vote.

The board of directors has received many emails from owners since the last board meeting - many have obviously been related to the current Covid-19 situation but there have also been several emails with questions, comments and suggestions for improvements.

Your comments, suggestions and feedback are relevant and important to us. They will enable us to propose changes and improvements and to make constructive challenges at our board meetings with Management, so please contact your Owner Board by e-mail at ownerboard.mallorca@vacationclub.com with questions and suggestions to the board.

On behalf of the Club Son Antem Advisory Board of Directors,

Mogens Hallas
Chairman