



MVOA NATIONAL CRISIS CLOSURE NOTICE TO OWNERS

From MARCH 27 to APRIL 24 (or later), 2020

Consult www.mountainside-villas.com for updated information.

A script to our owners when notified by phone:

I am calling from Mountainside Villa to let you know our current status. Please let me read this announcement in its entirety so that you can be as completely informed as possible of our situation.

The staff and Board wanted to let you know that due to the COVID19 virus, we have made the difficult decision to shut down Mountainside Villas for the safety of our staff, guests and owners.

The closure will be effective starting this Friday March 27 (no check-ins) (Week 13) through Thursday April 23 (Week 16).

This situation is fluid and has been changing daily. As such, we will make every effort to inform you of further decisions as they are made.

We will review the status every two weeks to evaluate the status of our closure and/or if there is opportunity to reopen two weeks later. We will notify owners of the units impacted by the closures at the earliest possible time.

Our mountainside-villas.com web site will continue to be updated as specific decisions are made and at least every two weeks.

The entire MVOA staff will be in self-quarantine for two weeks ending Friday April 10th, then will be preparing the units for eventual occupation when that decision is made possible. We will not be accepting any check-ins until at least Friday, April 24 (Week 17).

However, this date is not cast in stone and may be extended based upon our two-week review cycle and the status of COVID19.

If you had planned to be at Mountainside during that time period, we are sorry that this pandemic as called by the World Health Organization, the National Emergency as called by our President, and the Executive Order of the Governor of Virginia has disrupted your plans. Your health and that of our staff, guests and other owners are of our utmost concern and have warranted a closure of Mountainside.

We encourage everyone to be safe and follow the guidelines of the CDC and other professionals to help us all reduce the risks to ourselves, our loved ones and our communities.

Thank you for your patience and understanding during this time of uncertainty and global crisis and unprecedented events that impact all of us.