

May 11, 2020

To our fellow Owners at Mountainside Villas,

We hope that this announcement finds you and your loved ones safe and out of harms' way. Our thoughts and hopes are with you during this difficult time.

As you know we have been closed since March 27 due to the Governors' Executive Order. This month the Governor of Virginia has authorized some businesses to re-open under Phase 1 at their discretion and with a number of restrictions.

Decision by your Board of Directors

The Board of Directors voted to a limited opening of Mountainside Villas beginning Friday, May 22 for 'Owners Only.' This is the start of Week 21 and will allow Owners to spend the Memorial Day weekend at MVOA. Mountainside Villas will not be open for renters, RCI and other exchange programs until June 12. Unfortunately, this means that units cannot be placed in a rental program for weeks beginning prior to Week 24 (June 12).

What will be different:

- Almost all Great Eastern and MPOA facilities at Massanutten are closed [these include swimming pools (indoors / out), game rooms, miniature golf and fitness centers and most restaurants].
- The only facilities open at Massanutten mountain are:
 - Virginia BBQ and the Pizza Company: Daily from 1 PM to 7 PM
 - for take-out or curbside only
 - The General Store: Weekdays only from 10 AM to 3 PM
 - The Woodstone Meadows and Mountain Greens golf courses: Open all week.
- There will not be any cable TV service in MVOA units until June 1.
 - Mountainside obtains its cable services through Great Eastern.
 - Great Eastern cancelled service during their shutdown.
- There will be no after-hours check-in. The Great Eastern Woodstone reception is closed.
- We will try to accommodate you with the use of your unit but we may need to adjust unit assignments to encourage compliance with social distancing.
- We will not offer linen services during these initial weeks since each unit does have a washer and dryer.

What are we doing to follow guidelines to mitigate risks for both you and our staff:

- All units will be thoroughly cleaned and sanitized for your use in accordance with the strictest procedures and guidelines recommended by the CDC and OSHA.
- Each unit will have a sanitizer dispenser.
- Our staff will be wearing masks and gloves.
- Special procedures will be put in place for check-in to ensure social distancing.
- The Welcome Center will be limited to 10 people occupancy at a time (including the Front Desk personnel).
 - This will be monitored at the door

- It is recommended that those entering the Welcome Center and using common areas wear facemasks
 - Facemasks will be provided at check-in.
- All of our staff are trained in ALL proper procedures, not just ones related to their work responsibilities.

We need your help.

- If you know that you have been exposed to COVID-19 or have had a 100 deg or over temperature within the last 30 days, we ask that you consider NOT coming to MVOA for the protection of yourselves and others.
 - As in all communities across the US, local hospital facilities are strained with the response; we would not want you to be caught short of receiving the best possible care should the severity of your condition escalate.
- Although not mandatory, we do recommend always protecting yourself and others using facemasks and washing your hands on a regular basis.
 - Facemasks for your group will be provided at check-in.

We need to plan:

It is important for us to know if you plan to use your weeks at Mountainside during Weeks 21, 22 or Week 23 so that we can plan our schedules accordingly.

- Will we be seeing you this year during your week?
- If yes, what day and time will you be arriving, remembering that there is no after hours support. Welcome Center hours are:
 - Monday through Thursday: 8:00 AM to 6:00 PM
 - Friday, Saturday and Sunday: 7:00 AM to 11:00 PM

One final note:

These are difficult times for everyone. Many of the procedures that we described above may continue indefinitely depending on the continued vigilance for COVID-19. The situation is still very fluid and guidelines can change. We will adapt as quickly as possible. Our staff has been excellent in making preparations for Mountainside to meet the challenges and demands that are required under guidelines provided and sheer commonsense obligations and responsibility to our owners and staff. We appreciate your continued patience and understanding.

Thank you for your support.

Regards

Kenneth O. Roko

President, Board of Directors

Mountainside Villas Owners Association