



March 16, 2020

**An Important Announcement:  
Deerhurst Resort to Close Temporarily**

From the beginning of the coronavirus outbreak, we have been monitoring and measuring our response and operations based on information provided by our governments and public health authorities, with careful consideration for the comfort, safety and protection of our guests and hosts.

In light of the current and expected government mandated measures to curtail the spread of Covid-19, and in the best interests of our guests, hosts and community, we have made the decision to temporarily close the resort and all its facilities effective as of today, March 16, 2020 at 12pm until April 10, 2020.

We realize that this difficult decision will cause inconvenience and in some cases hardship, but believe that it is the right and prudent thing to do during this challenging and quickly evolving situation. We will endeavour to assist everyone affected as best as we can.

Our reservations team will be contacting all guests affected by this closure, and refunds or credits will be issued to all those who have booked accommodations during that timeframe. We ask for your patience and understanding as we expect a high volume of calls and emails over the coming days. Our Reservations and Guests Services teams will make every effort to respond to inquiries as quickly as possible.

We remain hopeful that, through the adherence to the government's recommended social distancing and heightened hygiene measures, this can be a short-term situation if we all play our part. Thank you for your understanding and we look forward to welcoming our guests, hosts and community back to Deerhurst Resort as soon as possible.

Stay safe.

Sincerely,

Jesse Hamilton  
General Manager