



March 23, 2020

Dear Chetola Owners,

Just when we think we have seen it all, something new and unexpected arrives, and so it is with change. I hope that wherever you are, you are healthy, well-stocked, and safely hibernating.

It seems that the most logical step for Chetola (and our country) is to isolate ourselves, stop all group gatherings, and keep safe distances as much as we can. We began our efforts by closing the Hotel, Bob Timberlake Inn, Recreation Center, Spa and Chetola Sporting Reserve this past Sunday. The restaurant will continue to serve takeout meals and will deliver to condominiums through dinner on Sunday, March 29, 2020. Over the next week, orders may be made by phone (828) 295-5505 and paid for with credit cards only (to minimize contact). This should allow enough time for our onsite owners to stock up at the grocery stores before we close the restaurant.

We are tentatively set to reopen on April 21, however, likely, that date will be extended. We will keep you informed as we proceed. A limited amount of Chetola staff will continue be on-site daily, including 24-hour security. We will be increasing our rounds to check on the property.

During this time, condominium rentals and timeshare week owners will continue, and prepaid reservations will be greeted at the gate with their keys in envelopes by Security staff (wearing safety gloves/masks). We will not be allowing non-owner visitors by car or on foot to enter the resort during this time. We kindly ask that you do not gather in groups larger than two in any of the outdoor locations (the lake, the restaurant patio, etc.)

Our Guest Services team will continue to serve the resort by answering calls, giving out updated information, and canceling individual and group hotel reservations. The Marketing Department will keep everyone apprised with the latest information on Chetola.com. We will soon announce an online live update on the Chetola.com site that you can participate in with your questions, thoughts, and suggestions.

The Grounds, Maintenance, and Construction Departments will still be functioning voluntarily, and we expect the present association work to continue. In addition, the managers have made a six-page resort-wide project list to keep those employed that want to continue to work.

We look forward to the day when this has passed, and we can reopen with a shining, well-polished resort! Until then, stay well and take good care of each other. In the meantime, join us in prayer for our world.

Best regards,

Kent Tarbutton

*Creating Great Appalachian Memories with Southern Hospitality & Superior Care.*