



*Tuesday, 4th August 2020*

Dear Members,

Due to Victorian government restrictions, Holiday Concepts Member Services head office will be closed for six (6) weeks from 5.00pm, Wednesday, 5<sup>th</sup> August 2020.

Limited staff will be working remotely so if you have any questions we ask you to please email [reservations@holidayconcepts.com.au](mailto:reservations@holidayconcepts.com.au) We ask you to be patient with us and we will endeavour to get back to you as soon as possible.

All seven (7) Victorian HC resorts will also be closed for the same period. The resorts will be taken care of by the Resort Managers so they are in safe hands. Marine Cove Resort (Goolwa ,SA), Regent Park Apartments (Sandy Bay, Tas), Tamarind Sands Resort (Cabarita Beach, NSW) remain open. If you have any questions regarding an upcoming booking you have at either of those resorts then please ring the resort directly.

Member Services will, for the time being, continue to operate on a small number of staff and for limited hours. Please keep an eye out on our Facebook page for updates. For the time being, they will continue to take bookings for our resorts for check-in beginning the week of 14<sup>th</sup> September 2020 and you are encouraged to email [reservations@holidayconcepts.com.au](mailto:reservations@holidayconcepts.com.au) to lock in a booking for 2020 after this date – especially if you have a deferred 2018 entitlement that expires this year. However, please be mindful that the member services team are working their way through many, many cancellation emails and phone calls. The team will be working through cancellations in check-in date order so please be patient as they do their very best to assist you.

It has been a challenging year for us all, but we look forward to seeing you for some fun at a Holiday Concepts resort in the near future.

Thank you,

Derek Reynolds

Director

Holiday Concepts Group of Resorts