

UPDATE: Caribbean Palm Village Resort operations



March 20, 2020

Dear members,

Facing the consequences of the COVID-19 pandemic have shifted priorities and created an unprecedented circumstance. We are searching for solutions to various new challenges, and on a number of fronts, but wanted to take the time to update our members on what's happening on the ground here at your Resort.

Rest assured, Board, management, advisory partners and the entire team are united in the main goal of securing the sustainability of your Resort for the long term. Our standing as a cooperative association is especially important during this time period, when all other sources of revenue are diminished, but our expenses remain in areas including building maintenance, general utilities and in complying with labor law regulations. However, we are doing our utmost to spare our membership from expenses in areas where opportunities exist.

At present, additional emergency measures, imposed the Government of Aruba in preventing the spread of COVID-19, now include an island-wide curfew. The last flight with incoming passengers (local residents) will soon take place, and outgoing flights, carrying the remaining members currently still at the resort, will end within the week. In consideration of local businesses, the Government has also announced that greater flexibility in the labor law will be granted, allowing for a reduction of hours, and the ability to use paid vacation first. However, termination permits are not being approved.

There is a skeleton crew currently working at Caribbean Palm Village. But we are keeping all of our much-loved and loyal employees in mind, remembering that we will depend on those same employees when we are able to return to recovery mode and normal operations. We are also thinking of our members whose weeks are effected by the travel ban, and who will be unable to visit their Resort as a result of the island lockdown. To those members, in particular, please know that we remain committed to finding solutions for the inconvenience brought on by the government mandate. However, because we are still in the early stage of this crisis, with the situation remaining fluid on an almost daily basis, we cannot yet offer what might be possible until there is greater insight into what will be the full impact and duration of this crisis.

We ask for your understanding of this unique circumstance and thank you for your continued patience and support. We all love Caribbean Palm Village and if ever there was a time to truly appreciate our Resort as a community, it is now.

On behalf of everyone here at the Caribbean Palm Village, we reaffirm our commitment to the wellbeing of our entire membership, and express well wishes to all of our members. Stay safe and we will be right here to welcome you back to your Resort as soon as is possible.

Thank you.
Best regards,

A handwritten signature in blue ink that reads "S. Marra".

Steven Marra
General Manager