



2020 SUMMER ISSUE

In This Issue

- A Letter from the General Manager
- 2020 Virtual Homeowner Meeting
- Covid-19 Response & Mitigation Efforts

Contact Us:

London Bridge Resort
1477 Queens Bay
Lake Havasu City, AZ 86403
928-855-0888 Phone
928-855-9209 Fax
800-624-7939 Toll Free
www.londonbridgeresort.com

In Every Issue

- Helpful numbers
- How to contact us
- Bonus Time Rates

A Message from the General Manager

Greetings,

I hope this finds you and your family well. 2020 has brought many challenges to our world and the ability of many of our owners to travel. London Bridge Resort has been no different. Arizona's Governor implemented a Stay Home, Stay Healthy, and Stay Connected order in late March that ended in early May in connection with Arizona's response to the coronavirus pandemic. Resorts and hotels were considered essential and that allowed London Bridge Resort to continue to operate with modifications.

The health and safety of our Owners, guests, and team members is our top priority. London Bridge Resort has collaborated with local and state officials, the health department, and industry associations to implement best practices for health and safety. These steps are outlined on page 3 of this newsletter and are aimed to ensure the health and safety of our Owners, guests, and team members.

Our team has been busy working on improvements to the Resort. I am happy to report that we have focused on long-term maintenance and repair items this spring. The roof repairs have been started and the team will be finalizing the roof repairs in the 4th quarter of this year. We continued with our annual air conditioning replacement program and installed 15 new units.

The team is installing new temperature control thermostat technology in all the guest suites. This new technology will provide energy savings and automatically turn off air conditioning units when windows or doors are left open. The technology will also ensure that the desired room temperature is met based on the guest's temperature settings.

All suites are now equipped with Chromecast. This technology allows owners and guests to use their personal accounts for streaming services while staying with us. You can pick up where you left off on your favorite binge-watching episode on Netflix or others from the comfort of your suite. This additional feature increases the options you have for viewing during your visit.

Our team remains focused on the health and safety of our owners, guests, and team members and has installed safe space air scrubbers that clean the air and surfaces in common areas throughout the Resort. This technology provides an extra line of defense to our increased cleaning protocols and other methods to help slow the spread of the virus. The machines are scientifically proven to clean air and surfaces and eliminate viruses and bacteria.

We have welcomed many of our owners back to London Bridge Resort this past spring and summer and it was refreshing to see so many familiar faces enjoy their time with us. It is an honor to be a part of your vacation memories and our team works hard to ensure our owners have a great time during their visits with us. We look forward to seeing you again soon.

Until Next Time,

Cal



Helpful Numbers:

Need Assistance?

Call 800-624-7939 or 928-855-0888 and dial one of the following appropriate extensions.

General Manager, Cal Sheehy..... 4005
csheehy@londonbridgeresort.com
Assistant General Manager, Kristina Gallo..... 4202
kgallo@londonbridgeresort.com

Maintenance Director, Ryan Stroh4358
Front Desk Manager 4204
Executive Housekeeper, Myra Czarneski..... 4331
Activities Director, Joelle Dickinson 4654

Helpful Numbers

Martini Bay..... 4400
The Market..... 4300
Owner Services..... 8086
Front Desk..... 4200
Reservations..... 8085
Interval International..... 800-634-3415
Reservations..... 800-624-7939
Home Owners Payments..... 8086
Vacation Ownership Sales..... 4100
Homeowner Directors: 928-855-0880
Adele Shea..... ashea@londonbridgeresort.com
Ronald Thompson.....ront@londonbridgeresort.com

Bonus Time Rates:

Bonus Time Reservations are available to owners 21 days or less prior to the desired arrival date and are subject to availability. Bonus Time is for the exclusive use of the vacation owner.

March 1-October 31
Studio \$50
One Bedroom \$75
Two Bedroom \$110

November 1- February 28
Studio \$50
One Bedroom \$65
Two Bedroom \$90

Published by London Bridge Resort

Virtual 2020 Homeowners Meeting

The 2020 Annual Meeting of Resort Association, Inc. will be virtual this year due to Covid-19. We will still conduct the Association's business using an electronic technology platform. All you will have to do is enter a meeting identification code, that will be found in your proxy card, in Zoom and we will all be connected, virtually. You can watch and participate in the Annual Meeting using your phone, tablet, or computer. The meeting will be held on Sunday, November 8, 2020 at 10 am, Arizona time.

Homeowners that currently have reservations, are more than welcome to attend the in-person meeting, but in-person attendance will be limited to occupancy standards set by the State of Arizona. There will be no weekend activities or planned functions.

We will mail a proxy card at the end of September that will include the ballot for homeowner directors for this year's election. Due to the virtual meeting, it is important that when you receive the proxy card, you complete the election form and return it promptly to ensure we have a quorum for the Annual Meeting and the business of the Association can be conducted at the meeting.

You can visit www.lbrowners.com for a link to Zoom with an identification code for the Annual Meeting.

If you have any questions, please do not hesitate to contact us.

Covid-19 Response & Mitigation Efforts

You are Our Top Priority

For over 36 years, we have worked tirelessly to exemplify our core philosophy, "Guests and staff first". This core value guides us as we face the difficulty in responding to the coronavirus also known as COVID-19.

We share our hearts and thoughts for those that have been affected by this unprecedented event and we appreciate the hard work and guidance provided by our healthcare workers, local, state, and federal government agencies that are on the ground working to contain this pandemic. We are diligently and vigilantly monitoring the COVID-19 situation around the clock and have precautions in place to ensure a healthy stay with us regardless of where you are from.

In this climate, we know travel may not be your first thought, but we want you to know that **the safety of our guests and staff comes above all else.** We thank you in advance for putting your trust in our team as you plan for future adventures in Lake Havasu City, Arizona. Below is an update on what we are doing to keep your safety first.

When you reserve your stay with us:

You should have confidence when you book your stay with London Bridge Resort that we are doing everything we can to

have accommodations ready for you. We are closely monitoring and following the guidance provided by the Mohave County Department of Public Health who is the lead agency for our region and the Center for Disease Control and Prevention (CDC). We are reinforcing these agencies' recommendations on the appropriate health and safety measures with our resort management teams.

Room Cleaning and Safety:

For the safety of our staff and guests, we have updated our cleaning protocol to allow for initial disinfection to take effect before detailed cleaning services. Our housekeeping team is paying special attention to high touch areas such as counters, doorknobs, light switches, all restroom surfaces, TV remotes, etc. Our linens and towels are washed at very high temperatures using the recommended products and procedures supported by Ecolab and backed by the CDC. We are not offering mid-week cleaning or stayover housekeeping services at this time.

Check-In:

Your check-in is managed with social distance and with care for your health and safety. We are still here 24/7/365 for all of your travel needs.

Check Out:

No need to stop at the front desk, leave your key in the room, and go. Our check out process only needs your quick phone call to the front desk to let us know you are leaving. Your receipt for your stay is emailed automatically.

While you are staying with us:

We recognize that the COVID-19 virus has required all of us to be more mindful as we go through our regular activities. Daily, we work to ensure that we meet the latest guidance from the CDC on hygiene and cleaning. Our resort's health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and cover everything from handwashing hygiene and cleaning product specifications to the guest room and common area cleaning procedures. At this time, we have implemented these measures with an "on the hour" site check to ensure everyone is not only actively participating but actively managing these areas at a heightened regular pace. We have also placed special air treatment equipment from Vollara that is equipped with exclusive, award-winning ActivePure Technology that safely eliminates nearly 100% of airborne and surface bacteria, viruses, mold, fungus + VOCs in our Lobby, Banquet area, dining areas, and offices to keep you and our staff safe.

Social Distancing:

Coming to Lake Havasu is usually a time for gathering and meeting friends and family. We ask that you consider those around you and practice social distancing guidelines as outlined by the CDC. No group gatherings. We offer instructions and means of enjoying all that we have to offer, but with the ongoing knowledge that we must practice safe behavior where others are involved.

As of September 1, 2020:

Due to the ever-changing landscape due to COVID-19, we want to make sure you have up to date information on any changes or adjustments that might affect your stay. Here is an updated list of general amenities that are open and closed for your upcoming visit:

1. Splash Pool (Upper and Lower Pool) is open
2. Kokomo Pool is only open for overflow in the event of limited social distancing at the other 2 pools.
3. Martini Bay Restaurant and Bar is open daily starting at 4 pm
4. Bridgewater links golf course is open daily
5. The Market is open daily
6. The Shops at English Village are open daily
7. Bombora Beachwear is open daily
8. The Channel/Lake/Beaches/Parks/ and all Launch Ramps are open
9. Splash Waterslide is closed (considered a waterpark item)
10. Splash Hot tub is closed
11. Splash Breakfast Buffet is closed
12. Kokomo Beach Club is closed

Early check-ins on Thursdays, Fridays, Sundays, and Mondays are not possible at this time. Also, baggage storage for pre-check-ins is not available. Late Checkouts are also not available for Thursdays or Fridays.

We also ask that masks be worn in indoor public areas when not able to social distance.



1477 Queens Bay
Lake Havasu City, AZ 86403

Presorted STD
U.S. Postage
PAID
Lake Havasu
City, AZ Permit
No. 260



www.londonbridgeresort.com