



c/o VRI Americas  
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June 2020

## CALL FOR NOMINATIONS

Your Board of Trustees is searching for owners who are interested in the future of Riverview Resort to submit their names as candidates and run in the upcoming election for service on the Board. There are two (2) seats up for election for three year terms. Enclosed you will find a Candidate Nomination Form which we hope you will take time to complete.

Please remember that participation as a Trustee does not include compensation for one's time, but does require individuals who have a genuine concern about Riverview Resort. One must also be able and willing to attend meetings at Riverview Resort or a meeting place nearby.

Our next Owner's Annual Meeting is scheduled for Saturday, September 12, 2020, 10:00 a.m. at the DoubleTree by Hilton Hotel, 287 Iyannough Rd., Hyannis, Massachusetts. Prior to this meeting you will receive a short biography on the candidates who will be running. Enclosed with that mailing will be a proxy ballot for your use if you are unable to attend the Annual Owner's Meeting. It is most important that you return the proxy if you cannot attend. We, the current Trustees, wish to thank our fellow owners who have been of tremendous support to us in the past.

**PLEASE NOTE:** The enclosed Candidate Nomination Form must be completed and returned to reach us no later than July 20, 2020.

**SAVE THE DATE -  
ANNUAL MEETING**

**Saturday, September 12, 2020  
10:00 a.m.**

Further information on the Annual Meeting will be included in the next newsletter.

### Contact Information Riverview Resort and VRI Americas (VRI)

<p><b>RIVERVIEW RESORT</b> Fax (508) 394-9801 Website (508) 394-6012 Email <a href="mailto:info@theriverviewresort.com">info@theriverviewresort.com</a></p> <p><b>EXCHANGE INFORMATION</b> Interval International (800) 828-8200 RCI (877) 874-3334 Trading Places (800) 365-7617</p> <p><b>VACATION OWNER SERVICES/VRI</b> Assessment Billing and Collection (800) 999-7140 Hours (949) 855-8004 Monday-Friday 11:00 a.m. - 8:00 p.m.</p> <p><b>CENTRAL RESERVATIONS</b> Information and Assistance (800) 228-2968 Bonus Time, Vacation Tyme, (866) 469-8222 VIP Discount, Rental Program</p> <p><b>STILL NEED ASSISTANCE</b> VRI Corporate Services (508) 771-3399 VRI Fax (508) 775-6396 VRI Website <a href="http://www.vriresorts.com">www.vriresorts.com</a></p>	<p><b>BOARD OF TRUSTEES</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Frank Ferraro, President</td> <td style="width: 50%;">Dennis Ducharme, Secretary</td> </tr> <tr> <td>Antone Viveiros, Vice President</td> <td>Lindsey Dowling, Trustee</td> </tr> <tr> <td>Ward Johnson, Treasurer</td> <td></td> </tr> </table>	Frank Ferraro, President	Dennis Ducharme, Secretary	Antone Viveiros, Vice President	Lindsey Dowling, Trustee	Ward Johnson, Treasurer	
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### REMINDER:

Please remember to keep us updated with your current address, phone number and email. Keeping your contact information current with us ensures we are able to contact you with important resort information and updates. Please call the resort at (508)394-9801 or via email to [info@theriverviewresort.com](mailto:info@theriverviewresort.com) to confirm your contact information is up to date.

# GENERAL MANAGER'S MESSAGE

I hope this letter finds all Riverview Resort owners and their families happy and healthy!

## COVID-19 Update:

The entire management and staff of Riverview Resort hope this letter finds you and your families healthy, safe, and well. We certainly have all been through some truly trying times over the past few months. But we also know that the humanity and the American spirit will not allow our country to settle on this way of life and we will overcome and return to the full and rewarding lives we all are used to leading. We very much look forward to seeing all of you here at Riverview, enjoying your vacations and making cherished family memories.

Riverview Resort was slated to reopen for the season on March 27, 2020. Four extensions to the Massachusetts' mandatory shutdown has pushed the tentative reopening date to June 12, 2020. Massachusetts is implementing a four-phase reopening plan, with lodging being allowed to reopen in phase two. Barring everything goes according to plan in phase one, we will be open on June 12th. However, there is always a chance that the governing authorities will choose to postpone the reopening plan and return to a mandatory shutdown of the state if they feel the reopening is not producing positive results. If that is the case, the reopening date will once again be pushed back and updates on a new reopening date will be posted on

our website, Facebook page, and resort phone greeting.

For owners that lost or will be losing their owner use week, we will be reaching out to you directly in the coming weeks to discuss. During the outbreak of COVID-19, Riverview Resort

was not open therefore it was an easy decision to remain closed for the safety of the staff, workers, resort, and community. During the mandatory shutdown, Riverview staff has been following and practicing the CDC guidelines as well as state and local government mandates, regulations, and recommendations. We continue to stay vigilant on daily updates and meet regularly with our management company, your Board of Trustees, and local town offices to stay on top of developments.

The staff members are using their resources to ensure that we are prepared and ready to reopen the resort under the new guidelines for operating amidst COVID-19 and our "new normal" by being trained on the new operating procedures. The cleaning products and procedures meet the CDC operating guidelines. The front desk and maintenance staffs will be implementing the mandatory

and suggested safety guidelines as well. There is signage posted around the resort to help inform guests on COVID-19 precautions, rules, and regulations. Social distancing markers have been installed in the lobby and restrictions to the number of people allowed in common areas are posted.

## What to Expect:

As you can imagine, COVID-19 is having a major impact on all facets of resort operations. Your management team and Board of Trustees are working tirelessly on our opening plan and will be corresponding with everyone prior to arrival date. There may be limited amenities and some services that may not be offered. You will be hearing from us with more details through a pre-arrival correspondence so that you know what to expect. Certainly, do not hesitate to contact us if you have questions. Our primary focus is keeping everyone safe!

Owners visiting the resort this season will experience a different Riverview. We ask and expect owners to be understanding, flexible, and considerate to the changes that we

are required to make to provide the safest environment possible to everyone staying and working at Riverview Resort. You will see plexiglass installed at the front desk and guests will be required to bring and wear masks in the lobby, hallways, and other common areas of the resort. It will certainly be different than your usual stay, but safety is in our best interest.

While the staff will do everything we can to ensure the safety of staff and guests, an inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By visiting Riverview Resort, you voluntarily assume all risks related to exposure of COVID-19. For these reasons, we ask, and expect, that all guests protect themselves by bringing and implementing any safety measures you feel you need.

Despite all these restrictions and changes, we are fully committed to doing all we can to keep the family-friendly service and vibe at Riverview Resort alive and well! We will be smiling behind our masks and will navigate this unprecedented and interesting season with an open mind and great optimism.

We are asking that owners with reservations at Riverview contact the resort to inform us of your intentions on whether you will be using your week this year. This way we can ensure that our staff is adequately prepared for the occupancy levels each week. We also would like to touch base personally with all of our owners to answer any questions and provide any additional information pertaining to the changes to resort operations this year.

## Renovations Update:

Phase one of the unit renovations was slated to be completed during our annual 12-week winter shutdown. The project was going smoothly, and the renovated rooms are coming out spectacular! However, the virus threw a major wrench in the project and progress became increasingly more difficult to achieve.

Factories that were manufacturing furniture were shut down and building materials were not being shipped or were severely delayed by weeks or months. The many subcontractor crews ceased work out of safety and when work carried on, it was by skeleton crews in small numbers to practice social distancing. Needless to say, we were not able to meet our target completion date. The delayed reopening has provided us additional time to complete most of the renovations, but with the restrictions and complications that the virus has brought to nearly every industry, the work continues to proceed at a slow pace. As the state moves further into each of its reopening phases, we expect the completion of our phase one renovations to be speed up.

We would like to inform our owners that because of the uncontrollable delay on the renovations, we may have to place you in a different unit during your week at Riverview. We understand that owners were excited to stay in their own newly renovated unit and believe me, we are too! I know once you walk into your newly renovated unit, you are going to be absolutely thrilled with the results. The new rooms are beautiful, however, for your safety and comfort, we cannot allow guests in an unfinished room. Once again, we appreciate your understanding and flexibility this year.

I am happy to report that myself and my family, as well as the entire staff and their families are all healthy and safe. We worked incredibly hard this winter helping with the renovations. To save money, the staff and I pitched in with demoing the rooms, moving furniture, ripping up carpets, unloading delivery trucks full of furniture and cabinets, building the new furniture, installing lights, toilets, faucets, and much more. Having the resort thousands off the projects total cost. The whole staff was happy to be part of it because we are all so invested in Riverview Resort and helping make it the best it can be. We think about our owners and friends regularly and are more than ready to see everyone again.

Stay healthy and safe and take care of one another.

Sincerely,  
Jeff Phillips, General Manager

