

February 4, 2020.

Dear valued guest,

As the world learns to live with this pandemic that has been looming over us, we know you have had many questions to which solid answers would be a strong deciding factor for vacation planning decisions, with or without your family. We heard you, we've looked at additional ways to help our clients feel safe, and, we are ready to make some big announcements!

These were your questions, and here are our answers.

What will happen if anyone tests positive for Covid-19 while at the Tryall Club?

The Tryall Club has taken several steps to protect its guests and staff alike. Our cleaning protocols have met all international standards and our guests, without one exception, have lauded us for our efforts. In the unlikely event a guest(s) test positive, the options in place are:

1. Extension of villa stay

The positive guest(s) will be offered a compassionate rate so that they may be able to remain within the villa – once there are no arriving guests who previously booked - for the prescribed period and until a negative result is received for travel.

*i) **What if the villa has arriving guests who previously booked?***

If the villa has guests scheduled to arrive, the guest(s) will be relocated to another approved and available home to “live out” the quarantined period. The compassionate rate applicable to the receiving villa will be applied.

*ii) **How will our stay continue? How will we be treated during the quarantine period?***

Once a guest(s) test positive, we have put in place a few simple steps to safeguard the guest(s) and staff.

i) All **staff** is immediately removed from the villa and will be required to be tested. The villa will be without staff until guests depart (after the quarantine period).

ii) The respective manager will contact the head of the household to set up whatsapp groups that will easily and conveniently facilitate **meals** from the desired food outlet(s) and, groceries from the **commissary**. All items ordered will be delivered to a designated area just outside the villa so that they can be easily retrieved.

iii) We will arrange for the doctor to visit for the follow up test and to be on call if otherwise required.

iv) An airport transfer will be arranged when it is time for departure.

2. **Private and immediate evacuation: Tryall + COVACGLOBAL**

We understand that if a guest(s) should test positive for Covid-19, they may want to immediately return home. With this understanding, we have partnered with Covac Global, a company that offers an indemnified evacuation and repatriation membership programme.

Covac will provide private aeromedical transport directly from the villa to their home anywhere in the world. A suitably sized vehicle will pick guests up from their villa, take them to their aircraft in Jamaica where they will be flown to the Covid-approved airport nearest to their home, where a suitably sized vehicle will transport them to their doorstep. A specially negotiated family rate starting at \$415 per person has been agreed upon for up to 7 nights, applicable to families of up to six (6) persons. The chart below shows the inclusions of this program.

	COVAC GLOBAL	Leading Assistance Provider	Leading Insurance
Identifies testing locations for members	✓	✓	✓
Has medical personnel on staff 24/7 for advice to members	✓	✓	○
Arranges and covers the cost of transportation	✓	○	○
Does not require hospitalization in host country or "delays"	✓	○	○
Does not require quarantine for mild cases of COVID-19	✓	○	○
Dedicated COVID-19 evacuation aircraft & crews	✓	○	○
Open to residents of all countries (when mandatory)	✓	○	○

- All logistics and costs for evacuation and repatriation via private aeromedical transport to guest's home.
- No hospitalizations required for evacuation.
- 24/7 medical consulting by US based physicians.
- \$250,000 in transport costs benefit.
- Dedicated aircraft and aircrews.
- Triggers: Positive PCR test, one self-reported symptom.

Guests who would like to reserve this service, should visit: <https://www.covacglobal.com/the-tryall-club> and follow the easy member-enrolling steps. You will also be able to access this link by visiting <https://tryallclub.com/>.

Finally, as a reminder, guests wanting routine Antigen and/or PCR travel required tests, may have them done in the comfort of their villa. The Tryall Club has specific doctors who provide private villa testing at a mutually convenient time. This service is at an additional cost.

We are always looking for ways to make our guests comfortable, and we will continue to do so. We are excited to share these updates with you and we do hope they are helpful.

We always look forward to seeing you and to serving you. Come home...relax, rejuvenate...you are safe!