

It has now been quite some time since we introduced our current gate access card system and while this, for the most part, works very well, it has become apparent that many cards out on issue are no longer used, some lost and some probably languishing in desk drawers or car dashboards, long forgotten. At the same time, it is possible that a number of cards have been passed on and are no longer in the possession of the person they were originally issued to.

As a result, we have decided that, to maintain the integrity of the system, we shall periodically carry out a clean-up of our card database, cancelling all cards and starting afresh. The first such operation will take place within the next few days, on a date to be advised.

As guest cards are only programmed for the duration of their stay on the resort, our staff will immediately re-validate the cards of any guest currently registered and onsite, so if all goes to plan, they will not be affected at all. For owners, resident or absent, all registered cards will be cancelled and re-issued on request but with some important changes, which we feel are necessary, at least for the present, to ensure we have full control of the card situation. These are:

- Owners' cards will in future be issued on the same basis as guests i.e. on registration at our front desk and only for the duration of their stay, instead of annually.
- Resident owners will be able to apply for their cards to be valid for 3 months at a time, instead of annual renewal.
- Regardless of the number of vehicles registered at a home, a maximum of 2 cards per property will be issued and any further registered vehicles will be issued with hanging tags, specific to that vehicle.

It is appreciated that these measures will cause some inconvenience to owners with cards but we ask you to understand that security is of paramount importance to us and we feel it is essential to ensure we control, as far as possible, who has unhindered access to our resort. These measures will go some way towards this. We shall, of course, review progress regularly and once we are satisfied that everything is operating as it should, we can reconsider the measures being implemented.

Thanks in advance for your patience and co-operation with this important initiative.