



Dear valued Guests, Customers, Partners and Community:

The COVID-19 pandemic has placed us all in unprecedented times of uncertainty, fear and caution. We must all conduct ourselves with the utmost respect for one-another and take whatever measures we can to ensure the safety of our associates, their families, guests and the broader community.

From the onset of Coronavirus, the Resort has constantly been monitoring information and guidance from a host of sources in order to continuously implement the most responsible and effective protocols to combat the spread of the virus.

In that spirit, La Cantera Resort & Spa elected to temporarily close Resort operations as of Friday, March 20<sup>th</sup>. During this time, all food and beverage outlets, spa, pools, recreation, golf courses and related services will be closed.

The loyal and dedicated Associates are and have been the very soul of the Resort. As such, the Resort has pledged to continue to support and care for them through this temporary closure.

Any existing reservations will be cancelled without penalties or fees through May 1, 2020. The Resort will continue to monitor ongoing conditions as they are rapidly changing. Please revisit this website at [www.Lacanteraresort.com](http://www.Lacanteraresort.com) or call 210-558-6500 for the most current information.

We are hopeful this closure period will be brief. These are complex times and together we will emerge stronger and more unified. I thank you for your understanding and patience as the Resort looks forward to welcoming you again in the very near future.

Please take care of yourself and your loved ones.

At your service,

A handwritten signature in black ink, appearing to read "J Spomer". The signature is fluid and cursive, with a large initial "J" and a long, sweeping underline.

John Spomer, Vice President & Managing Director