



970-363-7149 • info@indianpeaks.org
www.indianpeaks.org

Summer News June 2020



We hope you are all staying safe and healthy during these challenging times. In this newsletter, we'll discuss the annual meeting in August, our new procedures during the Covid-19 pandemic, what we are doing to keep owners, guests and employees safe, and a new addition to our staff.

Annual Owner's Meeting Notice (Please complete & return the enclosed Proxy!)

The Annual Indian Peaks Owner's Meeting will be held at rpm on Saturday, August 22nd, 2020, at Indian Peaks Resort. If you are able to join us, please let us know. If travel is not recommended by government authorities on the date of the meeting, it will be held by video conference.

In order for your board to conduct business at the meeting, it's important that you complete the enclosed Proxy and vote for your Board of Directors. Please send this form back to us in the enclosed envelope or scan it in and send it by email to info@indianpeaks.org.

Indian Peaks COVID 19 Procedures

Indian Peaks and all similar lodging properties in Colorado have been under state order not to allow nightly rentals or exchange guests since late March. The order is set to expire on May 26th, but may be extended. **THIS ORDER DOES NOT APPLY TO INDIAN PEAKS INTERVAL OWNERS.** Because you own deeded property, as owners you have a right to use your week and may come and stay. If you choose not to use your week this summer, you are welcome to reserve another comparable week within the next 12 months. The normal transfer fee will be waived.

The Grand County Commissioners are expected to put regulations in place soon to require each lodging property to remain vacant for 72 hours after each guest departs through the summer and early fall. Since all of our guests usually check in on Friday, in effect this means we may only allow occupancy of 50% of our condos. Most weeks we are about half full with owners and half full with exchange guests. Owner stays will be given first priority and we

expect to be able to accommodate all owners. Exchange guests will be given second priority and it is likely most of those guests will not be able to come and stay. **Kindly advise us immediately if you know you do not plan to use your week this summer.** It's important that we try to accommodate as many exchange guests as we have room for under the restrictions to maintain a good working relationship with the exchange companies. If you don't plan to come this summer, we can allow some exchange guests to come. It would be very helpful to know that as soon as possible. We will not be able to allow rental guests through our rental program until further notice.

Unfortunately, it is expected that common areas, such as our clubhouse, will be required by the Grand County commissioners to stay closed. This means owners and guests will not be able to use the clubhouse games, laundry or lobby facilities. In-person check-in will not be possible and we will leave key packets out for all owners and guests. You will be able to reach us by phone during normal office hours for any questions or concerns you may have. Meredith, our housekeeping manager, will be working on the property weekdays. Her number will be posted by the front door of the clubhouse when she is on duty. Our "on call" number will be posted there for after-hours issues as well.

If You Plan to Deposit Your Summer Week with an Exchange Company, do it NOW

So far, the exchange companies we work with are not penalizing our owners when we've had to cancel exchange guest stays due to government restrictions. If you deposited a week with an exchange company for arrival in May, for example, and we canceled the stay, you can still use that deposited week to exchange for a stay through your exchange company. Going forward, we may have to cancel a lot of exchange guests. Once we tell the exchange companies we are canceling their guests for a particular summer week, our owners can no longer make deposits for that week. **If you plan to deposit your summer week with an exchange Company, do it NOW.** If you wait, you may not be able to deposit it.

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Here's What We're Doing to Keep Owners and Guests Safe

Your safety and the safety of our exchange guests and employees is our highest priority. Here are the procedures we currently have in place to keep everyone as safe as possible:

- 1) Orders enacted under local, state and federal law pertaining to COVID 19 will be followed by all employees and management at Indian Peaks Resort.
- 2) For employee safety, each condominium will be left empty after departures on Friday mornings for at least 72 hours before an employee enters the condominium.
- 3) Condominiums will be cleaned on Mondays and Tuesdays and then left empty for 72 hours before guests arrive the following Friday afternoon.
- 4) Employees will wear masks and gloves when on property.
- 5) Owners and guests will be given disposable masks upon arrival and encouraged to wear them on property.
- 6) Sanitizer approved by the CDC will be used on all condominium surfaces between stays.
- 7) Signage as required by Grand County encouraging distancing and other safe practices will be displayed at the office and in each condominium.
- 8) All sheets and towels, whether dirty or clean, will be removed and laundered between each stay.
- 9) Beds will be double-sheeted to encase the blanket in sheeting.
- 10) Common areas including the clubhouse game areas and laundry will be closed to all owners and guests per local government orders.

We are open to suggestions if you know of anything else we should be doing to try to keep everyone safe. Please email us at info@indianpeaks.org or call us at 970-363-7149 if you have suggestions.

Please Pay Dues by Check or Online This Time if at All Possible

To keep our employees safe, our office staff is working remotely much of the time. If you need to call us with your credit card, we will likely have to call you back from our personal cell phones to take your phone payment. It's really



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easy to make a credit card payment online. Please try it if you'd prefer not to send a check or your credit card info through the mail:

- Go to www.indianpeaks.org
- Under the "Owners" tab on the left-hand side of the screen, click on "Pay Dues Online"
- Click the link under "Pay your Dues Assessment"
- Enter the amount you want to pay and the account number for your week. Your account number is listed on your owners' statement.
- Enter the credit card and billing information requested.
- Enter an email address. This way a receipt of payment will be sent your way.
- Click on "Process Payment" and you're done!

New Employee Jennifer Mirczak Added to Our Office Staff

Kim Turnbo, who has worked for us for the past year, is headed back to Hawaii sometime this summer. She's done a great job and we wish her all the best in Hawaii. Jennifer Mirczak will be transitioning in as Kim is transitioning out this summer. Jennifer spent many years as Director of Human Resources at the YMCA of the Rockies/Snow Mountain Ranch and also owned her own office supply company in Granby. Her business expertise and lodging background will make her a great new team member. Jennifer will be working in the office mostly Monday-Wednesday and Kathy Kieffer will continue working Thursday and Friday. Mark Pappas, our new highly skilled maintenance manager who came to work for us last fall, will continue to cover the office Saturdays to handle any maintenance issues that might arise after our busy check-in day on Friday.

Many Thanks and Stay Safe!

Many thanks to owner Dani Heckert, who sewed masks for our staff. We are using them and we appreciate them. **Please remember to notify us if you do not plan to use your week this summer, and stay safe!**

Kristy, Meredith, Kathy, Kim, Jennifer & Mark at Indian Peaks