

## FROM THE GENERAL MANAGER'S OFFICE



Aloha mai e from Bali Hai Villas.! Although the New Year began very positively with resort vacations in full swing, the COVID-19 pandemic began impacting the State of Hawaii and the island of Kauai in early-March. On March 17<sup>th</sup>, in accordance with Federal and State guidance for social distancing and limiting gatherings, Bali Hai Villas cancelled group activities such as bingo, fish feeding and lei making, closed amenities such as pools, spas, activity rooms, business centers, and stopped all food and beverage operations such as potluck dinners, live entertainment, etc. At the same time, future reservations were cancelled through April 15<sup>th</sup> initially, and have now been cancelled through May 31<sup>st</sup>, with all owners and guests contacted as needed. On April 3<sup>rd</sup>, Bali Hai Villas temporarily ceased all operations and closed for business.

As operations at Bali Hai Villas significantly decreased, in alignment with the guidance of health experts and government officials to protect the safety and well-being of owners, members, guests and associates, staffing changes were initiated. As of April 4<sup>th</sup>, Bali Hai Villas has maintained only a skeleton crew, ensuring the resort is kept safe and secure at all times. This skeleton crew has also been preparing for Bali Hai Villas to reopen by continuing to conduct essential Housekeeping, Maintenance and special project work as time and resources permit. Additionally, our team has added several extra precautions to our cleaning protocols, ensuring we remain compliant with guidance issued by the Centers for Disease Control and other public health authorities. Additionally, the routines of the team have been adjusted to ensure each associate maintains social distancing and other measures meant to protect health and stop the spread of the virus.

Although Bali Hai Villas has temporarily ceased operations and significantly reduced staffing levels, it is anticipated that the resort will reopen in the near future, albeit cautiously and conservatively, in accordance with guidance from public health officials and state/local jurisdiction, and with social distancing implications implemented operationally as needed. While much still needs to be determined, it is likely that resort occupancy may be ramped up only to a conservative level through year end and that group and gathering-based activities and amenities may remain cancelled, closed or restricted in the short term. As Bali Hai Villas was temporarily closed with an action plan in place to quickly ready the resort to reopen, it is anticipated that it will not take very long to reopen once it is deemed safe to do so.

While resort locations across the country are experiencing and adapting to ever-changing state and local directives, leisure travel to/within Hawaii was, and remains, highly discouraged, as evidenced by the mandated closure of all transient vacation rentals and homestays, nightly stay-at-home curfews for all non-essential workers/individuals, the closure of the state's beaches, and extensive travel restrictions which include a mandatory 14 day quarantine for all air passengers arriving to the state or flying island-to-island.

We continue to closely monitor the fluid COVID-19 situation and its impact upon our resort's operations and our associates, ensuring compliance with guidance issued by the Centers for Disease Control and Prevention as well as local public health authorities, and responding to actions taken by state and local officials as well as conditions in the surrounding community.

While Bali Hai Villas is temporarily closed, we are optimistic that travel will begin again, that vacations will be enjoyed again and that memories lasting lifetimes will be made again. Until that time arrives, please remain safe and healthy.





Aloha Fellow Owners,

With the impact of COVID-19 affecting the lives of all of us, I hope this message finds you, your families and your friends as well as you can be and in good health. For all who are essential workers during these unprecedented times, **THANK YOU** for all that you do each and every day!

We will get through this together because of all of you!! For those whose health has been impacted by this crisis, I extend my deepest sympathies to you and your families and will keep you in my thoughts.

As a result of the pandemic, the IOA Board of Directors agreed to delay the Annual Meeting of the Owners of the PAHIO at Bali Hai Villas Interval Owners Association. Our Annual Meeting normally occurs in late-May, however our governing documents allow us to hold the meeting any time within the first 10 months of the year. This year, our Annual Meeting will take place on Thursday, October 22<sup>nd</sup>. At this meeting, the annual election will occur where two Director positions are up for election. The Annual Meeting notice and proxy material will be sent out later this year in advance of the October meeting. Should you be planning a trip to Bali Hai Villas in late October, we hope you will consider joining us for the Annual Meeting.

The Association of Apartment Owners of Bali Hai Villas ("AOAO"), the Association responsible for the common areas (pools, landscaping, roadways, building exteriors, Clubhouse), has begun a project to implement split-system air conditioning as a Common Element for all residential units. As part of that project, an air conditioning unit will be installed in all bedrooms and the living room. While the details are being finalized, it is anticipated that this will be a "pay to use" project where Owners and guests who desire air conditioning during their stay will be able to pay to access the air conditioning within their unit. We will share more details in our next newsletter, but you can expect air conditioning to be available in all units before August!

While our home away from home resort, Bali Hai Villas, is currently closed and the county of Kauai has been pronounced 'On Vacation' by Mayor Derek Kawakami, this is only temporary and soon we will all begin to travel again. Until that time, please remain safe and healthy.

**Bali Hai Villas**  
**"Creating Life Long**  
**Memories with Aloha"**

Feel free to contact your Board of Directors or your General Manager should you have any questions, comments or concerns.

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