

DEAR & BELOVED SOLARIS FAMILY

For over 34 years, Club Solaris has been guided by an essential set of values that we've established since its inception, which are "To love our members and to make them feel how special they are."

This value is prevalent as we face the difficult challenge of responding to the ongoing COVID-19 (Coronavirus) outbreak, declared a pandemic by the World Health Organization this past March 11th. This has been the latest reminder of the dangers that the rapid spread of a disease can pose to businesses, governments, and individuals alike.

When a public health crisis arises that affects people worldwide, its effects become evident in every individual's economy. Therefore, by agreement of our Board of Directors, we are delaying all monthly membership payments corresponding to May and June 2020.

During this period, your account will be up to date, with no penalization fees affecting your credit score. However, your financing plan's calendar will be extended for two months beyond its original date of termination.

Starting July 1st, 2020, our billing department will proceed as usual and commence charging the corresponding monthly payments, based on the policies and agreements established in your contract.

Committed to trying to do the right thing right now, and aware that we are living through an extremely difficult and uncertain time, we want you to know that your safety and well-being is our utmost priority.

Regardless of when you can enjoy Club Solaris again, we will always be waiting for you with our hearts open and ready to give the best of what we have to offer, and to serve you with the excellence we have always strived for.

We send a heartfelt hug and our warmest wishes.

Sincerely,

Club Solaris

Stay in touch through the following channels:

FROM USA/CAN: 1(855) 444-6765 - WORLD WIDE: +52 (998) 800 1352

