



Players Club of Hilton Head Island

June 2020



MESSAGE FROM YOUR BOARD

We hope everyone has been taking care of themselves and is doing well.

These are truly times that we have not experienced in our lifetimes. Hopefully, the light at the end of the tunnel is beginning to appear. As most of you know, the resort was closed from April 1 to May 16. During that time, we took the opportunity to take care of many items around the resort:

- Building 200 and 300 were power washed
- 13 more bathtubs were resurfaced
- 2 more units had mattresses replaced
- 3 units had microwaves replaced
- 5 units had sofas and love seats replaced
- Light fixtures for entrances and exits were replaced
- Patio was replaced for a unit
- 150 sq. ft. of sod laid by Bldg 300 to replace pine straw

In addition, every unit was completely sanitized.

As we reported in an earlier newsletter, our management company, VRI, is now a part of the Marriott International Corporation, one of the biggest and best hospitality companies in the world. One of the benefits of that association is the help they can give us during times of emergency such as this. Their guidance regarding sanitization and safety protocols was invaluable.

The pool was opened on June 3, 2020 but with strict safety guidelines implemented. As long as guests comply with the State's guidelines, which are posted at the pool, we will be able to continue its operation.

As far as rest of the island is concerned, the beaches are open subject to social distancing requirements, restaurants are open with an inside capacity of 50% and unrestricted outside seating, and shops are open with social distancing requirements. The island is essentially open, but with some precautionary restrictions.

We realize that some people, particularly those with underlying medical conditions, still do not feel comfortable venturing out. Hopefully, things improve enough in the near future for normal activities. For those that do come to the resort, we are committed to take every measure to make your stay a safe one.

As always, the Board welcomes communications from Players Club owners. Any comments, concerns, or suggestions are appreciated and discussed with the entire Board and management staff to find ways to improve Players Club for everyone. Please feel free to contact any of us via email.

Best regards,

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Managed by VRI Americas

PERFECTING THE ART OF HOSPITALITY

Announcement of Election and Call for Candidates

At the Annual Meeting scheduled for Friday, October 23, 2020, the Players Club of Hilton Head Island Owners' Association Inc. will elect its Board of Directors. The Board consists of five (5) members with two (2) of those positions up for election at the Annual Owners' Meeting. Below are a few facts about Board service.

- Board members are elected for a three (3) year term
- Three (3) to four (4) meetings, including the annual meeting are held each year. Meetings are usually held in the Winter, Spring, Summer (budget meeting), and the annual in October. Other meetings are held on an as needed basis.
- Board members receive monthly reports pertinent to the operation of the Association.

If you are interested in serving as a member of your Board of Directors, we encourage you to please contact us at 843-842-6640 or via email; playersclubpcoa@hargray.com to obtain an application. The completed application along with a short biography (150 words or less) summarizing why you would like to be a member of the Players Club Board of Directors must be received at the Resort no later than September 11th, 2020. This summarization of qualifications will be published in the Annual Owners Meeting announcement, which will be sent to all owners along with the election ballot. All applications and Bio's may be mailed to Players Club of Hilton Head, PO Box 7973, Hilton Head, SC 29928, or fax to 843.842.6096. You may also email your resume to pvernoonpcoa@hargray.com.

Please consider this a high priority item and share your expertise as a member of the Players Club Board of Directors. Owner participation will help to maintain Players Club as a Hospitality Resort designation . Further details about the Annual Owners Meeting will follow.

Manager's Corner - In Support of CDC Guidelines

Dear Owners/Guests:

We care for our owners, guests and employees and are introducing additional measures to safeguard everyone's wellbeing. Our employees have been briefed on the guidelines provided by the World Health Organization (WHO), Centers for Disease Control (CDC) and local health authorities. We are committed to keeping everyone as safe and healthy as possible.

In place are stringent cleaning and disinfecting guidelines that are being followed as per the recommendations from WHO, CDC and local government as it relates to the Front Desk, common areas and your condos. The coffee station and guest computer have been removed from the office for your health and safety.

During these unprecedented times we have implemented several changes to our check-in procedures as we strive to have a no-touch check-in. Please see new policies below:

- A valid photo ID is required to be provided at check-in.
- The credit card swipe will be performed by the guest/owner (at no time will an employee handle your credit card). This will serve as your adherence to our policies and validate and confirm your check-in.

- If you require emergency housekeeping or maintenance service during your stay, an employee will only enter your condo when it has been vacated.
- Prior to check-out, place all kitchen towels, dishcloths, bath towels and washcloths in the bathtubs, start the dishwasher and take out your trash as you depart.
- Upon departing, please place your keys in the drop box provided outside the front office.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By staying at or visiting the Players Club Resort you voluntarily assume all risks related to exposure to COVID-19.

We welcome our owners and guests to the Resort with the same warmth and hospitality as we always have, but in today times, it is with a little more distance. While the COVID-19 outbreak is a precipitously changing and fluid situation, we are committed to keeping you safe and to care for you as a valued Resort owner and guest.

Sincerely,

Pamela Vernon, Resort General Manager



2020 Meeting Dates Dates are Subject to Change

Budget Meeting - Hilton Head, SC
August 6 - 8, 2020, 9:00 a.m.

Board Meeting - Hilton Head, SC
Thursday, October 22, 2020, 6:00 p.m.

Meet & Greet Social with Board Members
Thursday, October 22, 2020
4:00 p.m. to 5:30 p.m.

Annual Owners Meeting
Friday, October 23, 2020, 9:00 a.m.

ARDA-ROC Warns Consumers & Timeshare Owners to Beware of Timeshare Exit Scams During Coronavirus Pandemic

April 10, 2020 11:23 AM Eastern Daylight Time

WASHINGTON--(BUSINESS WIRE)--The ARDA-Resort Owners' Coalition (ARDA-ROC) today warned consumers and timeshare owners to beware of timeshare exit companies looking to take advantage of them during the COVID-19 pandemic.

“ARDA-ROC urges consumers and timeshare owners to be aware of timeshare exit companies that may use the COVID-19 pandemic as an opportunity to scam timeshare owners, including those experiencing financial hardships,” said Robert Clements, vice president of regulatory affairs and general counsel for ARDA. “It is unfortunate, but during this time of crisis, we are seeing an uptick in promotions by many timeshare exit companies making unfounded claims about future special assessments and increases in maintenance fees due to the coronavirus.”

ARDA-ROC warns consumers to never pay an upfront fee to an unregulated company that claims to be able to get consumers out of their timeshare. “We hope state attorneys general and law enforcement will crack down on these and all coronavirus-related scams, as they work to protect consumers across the country during this unprecedented time,” said Clements.

ARDA-ROC encourages timeshare owners who believe they have been unfairly taken advantage of or defrauded by an exit company to contact their state's attorney general (ConsumerResources.org), the attorney general in the state where the business is located, their local Better Business Bureau or local law enforcement. For additional help contacting these resources, consumers can reach out to the ASK ROC Consumer Support Team at 1-855-939-1515.

For timeshare owners who are contemplating exit, ARDA-ROC recommends owners always contact their timeshare developer, resort management company or HOA as their first source of information regarding exit options. For more information on how to safely explore exit options, visit ResponsibleExit.com.

ARDA-ROC is a 501(c)4 non-profit entity funded by over 1.5 million individual timeshare owner's voluntary contributions. ARDA-ROC is dedicated to preserving, protecting, and enhancing vacation ownership through smart policy and sensible regulation. ARDA-ROC advocates for local, state, and federal policies that enable the vacation ownership industry to thrive and provide consumers with an enriched vacation ownership experience. For more information, visit ARDAROC.org.

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Important Numbers

**Players Club Resort
 and
 VRI Americas (VRI) Services**

Players Club Resort (843) 842-6640
 Fax (843) 842-6096
 Email: playersclubpcoa@hargray.com
 Website: www.pcoahiltonhead.com

Exchange Information

RCI (877) 874-3334
 II (800) 843-8843
 Trading Places (800) 365-7617

Vacation Owner Services

Assessment Billing & Collection (843) 842-6640

Reservations

General Information (843) 842-6640
 Rentals (866) 469-8222
 Bonus Time (866) 469-8222

*Managed by VRI Americas
 Perfecting the Art of Hospitality
www.vriresorts.com*



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The Players Club Resort Property Owners Association Resort Newsletter publication is intended solely as a vehicle for the owners and Board of Directors. The Purpose of this newsletter is to relate membership information, correspondence, stories, facts and news deemed appropriate or relevant to the interest of the owners.