



March 16, 2020

To our entire Mohonk community:

We are all facing extraordinary and unprecedented times. The Mohonk leadership team – like the rest of the world – has been closely tracking new developments related to coronavirus (COVID-19) and has been in constant contact with local health officials for guidance. Although we have had no incidents of COVID-19 among our guests or staff community, out of an abundance of caution, and due to the “social distancing” recommendations from CDC and local and state health officials, **we have made the difficult decision to close Mohonk Mountain House beginning noon on Tuesday March 17, 2020 and we anticipate reopening for guest arrivals Wednesday April 1, 2020.**

We will be refunding deposits for guests who had reserved with us during this timeframe or, at your request, we will apply your deposit to future dates. If you have a reservation during this temporary closure, a reservation agent will be reaching out to you directly to discuss your options. Even during this time, we are here for you – to answer your questions. Our reservations office is open 8am - 8pm, 7 days a week. You can contact us at 855.723.3137 or mohonkvacations@mohonk.com.

We are committed to keeping you abreast of changes as they develop. Mohonk Mountain House has welcomed guests for more than 150 years and has been through challenging times before. We are confident that we will get through this – together – and look forward to welcoming you back to the mountaintop soon.

We wish you and your family health and safety during this difficult time.

Sincerely,

A handwritten signature in black ink, appearing to read "EG", written over a light blue horizontal line.

Eric Gullickson, President

A handwritten signature in black ink that reads "Tom Smiley", written over a light blue horizontal line.

Tom Smiley, CEO