



# Destin Dreamers

C e l e b r a t i n g L i f e

**Dear Valued Guests,**

We have several important updates concerning your reservation. Here is a quick synopsis of this email with greater clarity below this synopsis:

- Please let us know immediately if you or someone in your group, after checkout, receives a positive diagnosis for CoronaVirus.
- The Walton County Beaches are closed for 30 days starting 18 March, 2020; though, they can be reopened sooner if this virus is beaten.
- We strongly advise you to reschedule your reservation if your reservation check-in is between now and April. 15<sup>th</sup>, 2020. If you reschedule in the next 3 weeks to a new reservation date that is between April 15<sup>th</sup> and March 1<sup>st</sup>, 2021 then we will give you a true 10% discount off of the market price of the new reservation. Please see important details in the expanded section below.
- If you are going to simply cancel, you will get a full refund up to the day before your reservation, if you let us know by 1:00 PM CST that you are cancelling. Please cancel sooner than later if you are already sure you will be cancelling.
- Please let us know if you do not want a marketing email sent to you when this mess dies down.
- If you are still coming between now and April 15<sup>th</sup>, we will not be checking guests in personally until further notice and your check-in time may get pushed back to 7PM CST for additional cleaning.
- We may have to cancel your reservation if we are unable to move your reservation to another home, see reasons in the expanded email below under keeping your reservation.
- If travel is restricted by the government while you are here, please note that you could be restricted from traveling and have to stay in the home. You will then be responsible for additional charges if that happens. The details about how we will handle this are found in the greater clarity section below under keeping your reservation.
- If you are interested in a long-term rental for the next two months to “socially distance yourself” in one of our luxurious homes, let us know; we will see what can be worked out.



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## **Greater Clarity Overview:**

In light of the latest guidelines/recommendations put out by the Center for Disease Control via the White House, we are writing to update you on Destin Dreamers' policies regarding the COVID-19 virus. Please see the flyer put out by the CDC via the White House that makes very pertinent and practical recommendations and here: [https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20\\_coronavirus-guidance\\_8.5x11\\_315PM.pdf](https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf)

As the directions from medical experts change we are adjusting our policies. Here are a few things to note about your reservation with us:

## **Reschedules and Cancellations:**

-Guests who choose to rebook their stay for another date will receive a 10% discount off the market value of the home for the new dates selected. To get this offer, you have to reschedule your trip before April 10th, 2020. This offer only applies to reservations with a check-in date on or before August 1st, 2020 and that date may get extended depending on the evolution of the country's response to the virus. This offer also only applies to guests who change their dates to a later date than April 15th. That date may get pushed back but if you have already rescheduled then we will honor our agreement. This offer only applies to reservations rescheduled to a check-in date earlier than March 1st 2021; in other words, we cannot offer the 10% discount for reservation check-ins after March 2nd 2021.

*-Consideration for rescheduling now:* If you just cancel and rebook later, you will be paying significantly more at that time because there are many who have already cancelled. When you go to rebook at a later date, many others will be doing the same. That rush to book will set off every pricing algorithm in the industry and prices are going to skyrocket. Rescheduling now saves you money later.  
> If you save that money now, when your trip gets closer, and you look at the rates you would have paid, you are going to appreciate us and see that we do all that we can to take care of our clients. You are then going to want to rebook with us in the future. We will also have guaranteed reservations on the books. This is why we are offering this discount now.

- We are currently giving a full refund on all cancellations up to the day before check-in, by 1 PM CST, the day before check-in on all reservations with a check-in date up to April 15<sup>th</sup>, 2020. This date may get extended. Again, please cancel sooner than later if you know you are cancelling.

- It is important to us that you know that we will not be increasing prices and then offering a discount. We anticipate prices being lower during the next couple of weeks and encourage re-booking asap to capitalize on the low prices and the discount. The prices do fluctuate to the market based on an algorithm/software that we use but we will not be causing said algorithm to raise prices explicitly.



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## **Keeping reservation between now and April 15<sup>th</sup>:**

-If you choose to keep your reservation that has a check-in between now and April 15<sup>th</sup>, we will still honor the contract of your reservation but we will not be doing any in-person check-ins. Also, for reservations between today and April 15<sup>th</sup>, there is a chance we will have to cancel your reservation last minute for the following reasons (but not limited to these reasons):

- The guest in the home before you tests positive for Corona.
- The government orders no travel.
- The government orders us to cancel all reservations.
- Any other Corona Virus related reasons.

You keeping this reservation is your agreement that you accept the fact that your reservation can be cancelled last minute.

## ***If you are unable to leave during your stay:***

If the government orders you to stay in the home for any reason, here is the policy for your stay during that time.

- You agree that by coming between today and April 15<sup>th</sup> you agree to the following if you are forced to stay:
  - You will pay a reasonable rental rate, starting after your original reservation has occurred, for an amount to be determined at the time of the travel restriction.
  - The rental rate, that will be determined at the time of being forced to stay, covers:
    - > the owners' mortgage
    - > the property managers' fees (30% above the owners' expenses)
    - > all utilities including a pro-rated HOA fee
  - You will be required to put down a \$2000 security deposit the day that the travel restriction takes place that will be refunded when you leave if no damage has occurred.
  - You also agree that being stuck for more than 30 days, per non-travel regulations, does not constitute any form of a long-term lease and you will not have recourse when we tell you to leave so long as any travel restrictions are lifted.
- We ask that you stay in touch with us at a minimum of 72 hours before your stay so we can get you up to date information about your reservation prior to your travel here. Please note that if there is a lockdown or shelter in place and we have to extend the stay of an existing family, your reservation will not be upheld upon arrival. We will give as much notice as we are able, under the circumstances, to inform you about your reservation should you decide to travel and you will receive a 100% refund should this happen.



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## Staying updated:

-To stay updated on the status of the area, please visit <https://www.co.walton.fl.us/>

Please note that there is advice to avoid discretionary travel in the guidelines put out by the CDC as found here: [https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20\\_coronavirus-guidance\\_8.5x11\\_315PM.pdf](https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf). As many of you know, this virus gets transmitted and infects people by people who do not know that they are infected. This means that if the virus is being transferred in the Miramar Beach area right now, we will not know for the next 1 - 2 weeks. We apologize if this sounds fearful. We fight to never operate from a place of fear and always operate from a place of wisdom and it is unwise to travel right now unless you need to and then to follow these guidelines very carefully. It is wise to listen to the large panel of experts who developed these guidelines.

Please understand, we, Destin Dreamers, have already taken a 30% loss on our revenue for this year on reservations that have been cancelled. You not coming at all will hurt us but making this recommendation this strongly is the only responsible action to take, and the pain that we will endure for the sake of doing our part in stopping this virus, is necessary. Please, we ask you, in response to the White House and information we are receiving from the CDC, understand the risk your group faces trying to come here as well as the risk we face if you choose to ignore these warnings. Please follow these recommendations from the CDC.

Lastly, here is a press conference where these very capable experts specifically say that the government does not want to shut down freedom of traveling and that they are asking you to stay home. <https://www.youtube.com/watch?v=6ZrTqBNtGFM>. Many Democrat and Republican doctors and politicians agree that these recommendations are the best course of action to stop this virus.

If you do come, please exercise extreme social distancing in your travels and activities while you are here.

We would also like to request your permission to email you in the future about any upcoming specials. We do not intend to fill your inbox with junk, but since our normally busy season is taking a big hit we would love the opportunity to keep you informed of offers we will have going on in the future. Please let us know if you're NOT ok with us doing this so we don't violate anyone's "inbox boundaries". :)

We firmly believe that all of us will come through this unforeseen time of uncertainty stronger than before. We thank you for trusting Destin Dreamers to be a part of your vacation experience.

-Destin Dreamers Team



**Destin Dreamers**  
C e l e b r a t i n g L i f e

THE PRESIDENT'S **CORONAVIRUS GUIDELINES** FOR AMERICA

# 15 DAYS TO SLOW THE SPREAD

Listen to and follow the directions of your **STATE AND LOCAL AUTHORITIES**.

**IF YOU FEEL SICK**, stay home. Do not go to work. Contact your medical provider.

**IF YOUR CHILDREN ARE SICK**, keep them at home. Do not send them to school. Contact your medical provider.

**IF SOMEONE IN YOUR HOUSEHOLD HAS TESTED POSITIVE** for the coronavirus, keep the entire household at home. Do not go to work. Do not go to school. Contact your medical provider.

**IF YOU ARE AN OLDER PERSON**, stay home and away from other people.

**IF YOU ARE A PERSON WITH A SERIOUS UNDERLYING HEALTH CONDITION** that can put you at increased risk (for example, a condition that impairs your lung or heart function or weakens your immune system), stay home and away from other people.



For more information, please visit  
**CORONAVIRUS.GOV**



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THE PRESIDENT'S CORONAVIRUS GUIDELINES FOR AMERICA

## DO YOUR PART TO SLOW THE SPREAD OF THE CORONAVIRUS

Even if you are young, or otherwise healthy, you are at risk and your activities can increase the risk for others. It is critical that you do your part to slow the spread of the coronavirus.

Work or engage in schooling **FROM HOME** whenever possible.

**IF YOU WORK IN A CRITICAL INFRASTRUCTURE INDUSTRY**, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule. You and your employers should follow CDC guidance to protect your health at work.

**AVOID SOCIAL GATHERINGS** in groups of more than 10 people.

Avoid eating or drinking at bars, restaurants, and food courts — **USE DRIVE-THRU, PICKUP, OR DELIVERY OPTIONS.**

**AVOID DISCRETIONARY TRAVEL**, shopping trips, and social visits.

**DO NOT VISIT** nursing homes or retirement or long-term care facilities unless to provide critical assistance.

### PRACTICE GOOD HYGIENE:

- Wash your hands, especially after touching any frequently used item or surface.
- Avoid touching your face.
- Sneeze or cough into a tissue, or the inside of your elbow.
- Disinfect frequently used items and surfaces as much as possible.

**CORONAVIRUS.GOV**

School operations can accelerate the spread of the coronavirus. Governors of states with evidence of community transmission should close schools in affected and surrounding areas. Governors should close schools in communities that are near areas of community transmission, even if those areas are in neighboring states. In addition, state and local officials should close schools where coronavirus has been identified in the population associated with the school. States and localities that close schools need to address childcare needs of critical responders, as well as the nutritional needs of children.

Older people are particularly at risk from the coronavirus. All states should follow Federal guidance and halt social visits to nursing homes and retirement and long-term care facilities.

In states with evidence of community transmission, bars, restaurants, food courts, gyms, and other indoor and outdoor venues where groups of people congregate should be closed.