October 3, 2024

Dear Owners of 4 Seasons at Beech Mountain,

I hope this letter finds you well, though I understand that many of you may be anxiously awaiting news regarding the status of 4 Seasons at Beech Mountain. Over the past week, the entire region of Western North Carolina has faced significant challenges due to unprecedented flooding and severe weather conditions. We want to take this opportunity to provide a thorough update on the situation.

Current Status of 4 Seasons at Beech Mountain

As of now, the resort has sustained some minor damage to a few units due to the recent storms. Fortunately, the damage is not extensive or catastrophic. Our initial assessments indicate that the resort itself is structurally sound. However, debris from fallen trees, high winds, and minor flooding have affected the exterior areas, particularly around the landscaping and parking lots.

The more pressing concern is not the damage to the property but rather the lack of essential services, which are necessary for the safe and comfortable operation of the resort. Currently, the resort is without power, phone, water, and cell service. These outages are not isolated to 4 Seasons but are widespread throughout Western North Carolina.

We have setup a website https://hurricaneresortupdate.info/ to post updates for all our affected properties

Status of 4 Seasons Employees

It took almost 5 days but we have made contact with all the employees at 4 Seasons. Many of the employees had their homes and/or vehicles damaged or destroyed by the flooding. They are currently without power and cell service. We are working on ways to assist them through this time of need. Please keep them in your thoughts.

Extent of Damage in Western North Carolina

To better understand why the resort remains closed, it is important to recognize the scale of the devastation that has impacted the surrounding areas. Over the last week, Beech Mountain and the wider region of Western North Carolina were struck by heavy rains and severe flooding, causing road closures, widespread power outages, and significant disruption to infrastructure.

Local and state officials have declared a state of emergency in multiple counties, including Avery and Watauga, where Beech Mountain is located. Key access roads leading to Beech Mountain are either impassable due to flooding or closed for repairs due to landslides and downed trees. Crews are working around the clock to clear these routes, but there is no definitive timeline for when normal transportation routes will be restored.

In addition to road closures, communication with the outside world has been greatly hindered. Cell service and internet connectivity have been knocked out in many areas, making it difficult to communicate with local authorities, contractors, and utility providers. We understand that many of you have been trying to reach us for more detailed updates, and we sincerely apologize for the communication delays caused by these circumstances.

Reopening Uncertainty

One of the most difficult aspects of this situation is the uncertainty surrounding the reopening timeline. The recovery efforts for Western North Carolina are being managed by both local and state officials, and while we are doing everything within our power to expedite repairs at 4 Seasons, we must remain patient with the broader recovery process.

It is impossible to predict exactly when power, water, and road access will be fully restored, and until that happens, the resort must remain closed for the safety of our owners, guests, and staff. As of now, we are closely monitoring updates from local emergency management teams and utility providers. We will continue to communicate with them to gain the most up-to-date information and will pass these updates along to you as soon as we receive them.

We know this uncertainty may be frustrating for many of you, especially those who have upcoming reservations or plans to visit the resort. We sincerely apologize for any inconvenience

- Management of 4 Seasons at Beech