



Dear Valued Guests,

Our hearts go out to those individuals and families affected by COVID-19, and our gratitude and appreciation go out to all those on the front lines, tirelessly working through this unprecedented global health crisis. It is in times such as these we are reminded that we should always have a high level of responsibility for our health, constantly taking the best of care and the greatest precautions for everyone's wellbeing.

At Lake Austin Spa Resort, wellness is our core value—for our guests as well as our team members. Although no recent guests or team members are known to have been affected thus far, in accordance with all federal and local guidelines and orders, and given the rapidly changing environment surrounding COVID-19, we have decided **to temporarily close Lake Austin Spa Resort and LakeHouse Spa as of Friday, March 20**. At this time, we intend to reopen to guests on Friday, May 1.

If you have a reservation arrival date between March 20 – April 30, 2020, there is no need to contact the property, a member of our reservation team will personally contact you to help reschedule your upcoming stay to a later date or arrange a full refund of your deposit. We appreciate your patience as we navigate these extraordinary times.

Thank you for your continued loyalty, patience and understanding. Our team looks forward to welcoming you back soon.

We understand that you may have questions based upon recent developments. Please do not hesitate to contact us at info@lakeaustin.com or [800.847.5637](tel:800.847.5637) for answers. Please check our website as well for up-to-date information regarding future travel plans.

Sincerely,

Michael W. McAdams

Owner

William W. Rucks, IV

Owner