



Dear Guests and Partners, la orana from Tetiaroa, French Polynesia,

The team at The Brando extends its deepest sympathies to those globally affected by the novel Coronavirus (COVID-19). As we take this time to ready our property for its inevitable recovery in the wake of the pandemic, the safety and wellbeing of both our guests and employees remain our highest priority.

Fortunately, French Polynesia is a territory with very limited cases located in Tahiti and Moorea only compared to the global devastation, and have reported no cases of COVID-19 on other islands, including our private island of Tetiaroa, as of today. Our resort of only 36 villas is built on a private island that offers a natural adherence to the social distancing measures.

In partnership with Fenua Medex, we also provide our guests with the safety and security of an on-site nurse, as well as a physician on call 24/7 should guests need further medical advice and/or assistance.

While our resort has always maintained strict health and hygiene standards, The Brando will reopen with enhanced sanitation and operational best practices in accordance with the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), as well as local health authorities and governmental advisories. These measures include but are not limited to:

Resort-Wide Updates

- Partnership with a local medical organization Ora Conseil et Expertise Sanitaire to approve all our sanitary processes, support, and train our team members.
- Hand sanitizer stations are available throughout the resort (Alcohol-based 60% or more).
- Public areas will be re-arranged to accommodate a number of guests that will provide optimal physical distancing for a safe and comfortable experience.
- Floor markers and signage will be provided where necessary to encourage guests to practice proper social distancing.
- Face masks or coverings are required for all team members where necessary.
- Increased frequency of cleaning of public areas, public bathrooms and guest villas (including door handles, switches and high-touch points).
- Transportation services will adhere to social distancing guidelines and sanitation procedures.
- Card or contactless payment will be encouraged.
- The villas have been redesigned without decorative pillows, magazines and other non-essential items to allow for greater peace of mind. Free access to on-line magazines and newspapers worldwide are available from the in-room table.
- Items that cannot be cleaned using detergents such as upholstered furniture and mattresses, will be steam cleaned accordingly.
- Pool furniture will be disinfected frequently.
- Fitness equipment will be positioned to provide physical distancing.
- Restaurants and bars are arranged to accommodate a number of guests that provides optimal physical distancing for a safe and intimate experience.
- Restaurant furniture and menus will be sanitized after each use.

We also wish to take this opportunity to thank you all for your ongoing support during these unprecedented times. Although we are unable to predict when this global pandemic storm will end, we are confident that when that day comes, The Brando will be primed and ready to welcome you back with ease to the tranquility of island life in the South Pacific.

For further information, please contact our colleagues at reservation department or your preferred sales contact for further assistance.

Our reservation department remains open and available by phone ([+689 40 866 366](tel:+68940866366)) and by email

reservation@thebrando.com).

Please note, all procedures and programming are subject to change based on guidance from the CDC, WHO, and relevant governmental authorities.

Best regards,

A handwritten signature in black ink, appearing to read 'Silvio Bion', with a stylized flourish at the end.

Silvio Bion
General Manager