

Dear Many Springs Resort Customers,

It is now early August. I hope you are having a great summer. As one of the owners of Many Springs, I want to share some highlights from our experience so far this season.

We are very happy to see so many smiling faces among the room guests and dinner guests. Room reservations exceeded expectations, many repeat visitors from last year. The kitchen staff started the season struggling to fill positions, but has been able to make things work, with great feedback. We have some new kitchen equipment and plateware, new bar seating, and a spiffed-up atmosphere. At times, the limited staff has had to limit reservations or close, asking you to reschedule. We are proud of what they accomplished. Almost to a person, you have been very accommodating and understanding. Thank you!

We took control mid last summer, after several years of limited operations under limited management and improvement. Major systems required repair and replacement. The dock received significant damage last year and more this June during unprecedented high water... A large portion of the dock was replaced this spring, with the balance under contract to be replaced this fall, when the contractor has time in their schedule. You may see wood patches to get us through until replacement. The propane supplier will now refill on time, the trash removal will happen as scheduled, the water treatment contractor will do his job. The landscape watering will stay on.

The replaced portion of the dock is looking good. A new lakeview deck and seating, dozens of new Adirondack chairs, and new kayaks and water toys were added. Dock lights, safety items, a good cleaning and flower baskets helped make it more fun, more safe, and more beautiful. Of course, painting and other repairs are a work-in-progress.

The rooms were deep cleaned, they are receiving new air conditioners as they become available, and window blinds will be replaced after this season. Further updating of the rooms is planned. Vacasa is the property manager of the rooms. Our local contractors are working hard to keep everything repaired and looking good.

At the end of the day, the feedback is that we have provided many great experiences and created lots of smiles. There are, however, the unacceptable isolated incidents where Vacasa takes too long to respond, or gas for the water heater runs out at the wrong time. We sincerely apologize, and we hope you will give us a chance to make it right for you. This is a special location that we hope to preserve and improve. We value the long-term relationships created at Many Springs. Our goal is to make it and your experiences better than ever before.

Thanks for your support.

Ed Wetherbee