

October 26, 2021

Communiqué

Moderna Booster Clinic

Willow Valley Communities is pleased to announce a Moderna booster clinic. Eligibility for the booster: at least 6 months after the final dose of the initial vaccine.

Date: Wednesday, November 3, 2021

Location: Johnson Auditorium at Manor North

Time: 8:00 AM – 12:00 Noon

To help mitigate risks to Residents, the following COVID-19 safety procedures will be in place this year during the clinics:

- All individuals will wear a face mask
- A specific traffic flow for entering and exiting the auditorium will be indicated
- Social distancing will be maintained via furniture placement and floor signage
- Use of hand sanitizer as you enter the clinics is mandatory

*Consent Forms will be available AT the Clinic. **PLEASE BRING YOUR VACCINE CARD WITH YOU TO THE CLINIC (if you cannot find your card, you can still attend the clinic).***

Denny — Dennis W. Griest, President & CFO

Holiday Reservations at Guest Suites

The Guest Suites located on the Manor Campus continues to welcome Residents' family and friends to Willow Valley Communities and we expect a lot of activity throughout the remainder of the year. Please note that there is no 'open date' for holidays; our reservation system accepts bookings on a rolling 365 day calendar year. To manage the high demand for rooms over the holidays, we have a cancellation policy in effect that is also shared when booking a reservation.

Terms and Conditions for Cancelling a Holiday Reservation:

- Holidays (5): Easter, Mother's Day, Father's Day, Thanksgiving and Christmas
- Cancellation window includes the day of the holiday, the two days before and the two days after the holiday
- A fee equal to one-half of the current rate will be assessed (per day cancelled) for reservations that fall within this five day window, if not cancelled by the cut-off date
- Charges will be billed to the credit card on file for the affected reservations
- The Willow Valley Communities Guest Suites management reserves the right to amend this policy as necessary

(over please)

Holiday Cancellation Windows for 2021/2022:

- **THANKSGIVING 2021** | November 23, 24, 25, 26, 27 | *Cancel by 11/11/2021 to avoid fees*
- **CHRISTMAS 2021** | December 23, 24, 25, 26, 27 | *Cancel by 12/11/2021 to avoid fees*
- **EASTER 2022** | April 15, 16, 17, 18, 19 | *Cancel by 04/03/2022 to avoid fees*
- **MOTHER'S DAY 2022** | May 6, 7, 8, 9, 10 | *Cancel by 04/24/2022 to avoid fees*
- **FATHER'S DAY 2022** | June 17, 18, 19, 20, 21 | *Cancel by 06/05/2022 to avoid fees*
- Additional cut-off dates will be available in Spring 2022

Please familiarize yourself with the terms and conditions for cancelling a holiday reservation and share with any family members who may make reservations on your behalf.

Krista— Krista Aston, General Manager of Resident Life & Amenities

Help Willow Valley Communities Earn “Best Senior Living Community” Designation from *U.S. News & World Report* by Completing This Survey

The national publication, *U.S. News & World Report* is conducting its first ever survey to name the BEST senior living communities in the country. Earning this prestigious designation, based solely upon Resident feedback via a survey, will help prospective residents looking for excellence in senior living to find Willow Valley Communities. Will you help us score high by completing this survey?

The survey is available now through November 7, 2021, so please don't wait.

There are three ways to access the online survey:

1. From your computer or mobile device, type the survey link provided here into your browser:
<https://oursurvey.care/willowvalley>
2. Or, from your mobile device, scan the QR code shown below.



3. Or, visit the Willow Valley Communities Resident intranet and look for the button at top titled, “U.S. News Survey.” Click on it to be taken to the survey.

When you access the survey, you will need your individual survey code, which is your first name in lower case letters plus date of birth (month, day, year) in numerals. **As example: john01251950** (for a John with a birthday of January 25, 1950).

Please contact support@gptwcare.com if you need additional assistance accessing the survey.

Please help us to share that we all believe that Willow Valley Communities is the top senior living community in the country. Please be sure to take this survey between now and November 7. Thank you for showing your support of Willow Valley Communities by completing this important survey.

Brian— Brian Rutter, Chief Marketing Officer