



Esplanade Resort Experiences & Troon | Frequently Asked Questions (FAQ)

Q: Who is Esplanade Resort Experiences?

A: A bespoke experiential firm, Esplanade Resort Experiences is dedicated to curating experiences and moments that enrich the lives of our members every day. Their primary mission is to create exceptional offerings through concierge level staff, world-class culinary, wellness, sports programs and other unique custom offerings.

They are dedicated to delivering the best possible service for our Esplanade members, guests, and staff. Critical to this is their ongoing commitment to providing an elevated living experience that offers the highest of service standards to enhance and enrich the Esplanade lifestyle.

No matter where you look, their touch is unmistakable. They are in the business of making memories unforgettable, and everyday experiences that much sweeter. They are committed to delivering a luxury resort experience every day, reminding our members why they love where they live.

Esplanade Resort Experiences provides leadership and a team that has traveled the globe in search of the finest programs and offerings to make them accessible to each of our managed properties. A small group of executive professionals with diverse backgrounds from hospitality management to real estate and development, Esplanade Resort Experiences was created out of a passion to elevate how members live and connect within the community they call home. For additional news and information, visit www.EsplanadeResortExperiences.com

Q: Who is Troon?

A: Headquartered in Scottsdale, Arizona, Troon is the world's largest golf and club-related leisure and hospitality services company, providing services at over 750 locations around the globe, including managing over 75 Management Associations. In addition to golf, Troon specializes in homeowner association management, private residence clubs, estate management and associated hospitality venues. Troon's award-winning food and beverage division operates and manages over 610 food and beverage operations located at golf resorts, private clubs, daily fee golf courses and recreational facilities. With properties located in 45-plus states and 30-plus countries, Troon's family of brands includes Troon Golf, Troon Privé, Troon International, Indigo Sports, CADDIEMASTER, True Club Solutions, Casa Verde Golf, Cliff Drysdale Tennis and RealFood Hospitality, Strategy and Design. Troon employs over 30,000 highly-skilled and dedicated individuals worldwide in every operational area from golf course agronomy to food & beverage, and management. For additional news and information, visit www.Troon.com.

Q: What does this partnership between Esplanade Resort Experiences and Troon mean to each community, the existing amenities and programming and the overall resort lifestyle?

A: This unique and customized partnership will provide additional tools, resources and support offering combined expertise and strategy for how community, amenity and resort lifestyle are serviced, with a

focus on continued growth and improvement. Troon will be responsible for community management, staffing and operations of the amenities. The primary mission of Esplanade Resort Experiences will be to create exceptional experiential offerings through concierge-level staff, world-class culinary, wellness and sports programming and other unique custom offerings befitting of the Esplanade Lifestyle.

Q: Why has the decision been made to change the management services company?

A: We are confident that the partnership between Troon and Esplanade Resort Experiences will provide the necessary support structure for our associates, empowering them to operate in excellence and continue to deliver the highest service standards and best possible experience for our Esplanade communities.

Q: Will the onsite teams and current systems and processes remain in place?

A: Troon intends to retain all employees in their current positions at their respective communities with roles and responsibilities remaining the same following the transition.

Q: Where do I make my HOA payment?

A: Please continue to follow the same process for completing your HOA payments. Additional communication will be shared in December 2022 regarding future processes.

Q: When does Esplanade Resort Experiences and Troon officially start full service of my community?

A: Effective January 1, 2023, Esplanade Resort Experiences will own the resort experience and Troon will facilitate operations.

Q: Will this transition impact my fees?

A: The fees will be in alignment with what was already anticipated for our 2023 budget.

Q: Will there be future changes – technology, systems, etc. – and when?

A: Following the transition, Troon and Esplanade Resort Experiences will explore opportunities to evaluate all technology and systems to ensure the best experience for our associates, members, and guests.

Q: Will this affect the current community services and the planned Lifestyle programming?

A: This new partnership will not result in any reductions in services or lifestyle programming. Troon and Esplanade Resort Experiences expect that their joint knowledge and expertise will expand our offerings.

Q: Who do I call if I have Community Management and HOA questions?

A: From now until December 31, 2022, all Community Management and HOA questions may continue to be directed to your local On-Site Management Team or the Esplanade Customer Care number: 866.325.0703