

August 22, 2023

Golfers, Guests, Clients, Passholders and Longtime Friends of Deerfield and Garrisons Lake:

I would like to inform you that Forewinds Hospitality has not been selected via Delaware's Department of Natural Resources & Environmental Control (DNREC) bid process to operate Deerfield and Garrisons Lake Golf Club for the next term, beginning on January 1, 2024. I am incredibly grateful for the opportunity we've had to be the caretakers of Deerfield and Garrisons Lake for 18 years and 12 years respectively. The team that leads these two properties has done an exceptional job, caring for the golf or event guest with enthusiasm, courtesy and compassion. This team's commitment to warm hospitality over the years has been inspiring, and I thank each of you for all you've done. No better team of department heads and leaders can be found than the one I've had the honor to lead. Thank you to Heather, Mike, Wendy, Eileen, Lori, John and Chef Mike at Deerfield, and Steve, Mike and Al at Garrisons Lake. I hope I have served you half as well as you've served me and our mission. Many thanks to the additional managers and staff members on your teams for all you've sacrificed over nearly two decades in service – you know who you are.

Our current managers and staff members should be very proud of the way they have conducted themselves during the past months of extended, unnecessary uncertainty. Since the beginning of this bid process, each of them did a wonderful job of putting the customer first, and not allowing the unknown outcome of the contract renewal to impact our primary mission of delivering great golf, dining and special event experiences. I am hopeful that this wonderful team will be retained by the future management company, Troon (www.troon.com), who will now operate most of the golf courses in northern New Castle County. Each of these managers is a talented hospitality professional that has given a significant portion of their lives and careers in service to our guests over many seasons. It was the honor of my career to work beside them.

Many thanks are extended to the managers who have served at Deerfield and Garrisons Lake over the years who have moved on. Each of you contributed to the successes we've enjoyed. Dale Okonow, the principal owner of Forewinds

Hospitality, has provided our team a unique opportunity to work and grow in this organization. He led by example how to put our principles and values first. Our success was measured by the commitment to the guest rather than every last profitable dollar. His code of ethics and commitment to excellence empowered our team to do great things. Personally, I will be forever grateful for the opportunity to learn and grow in this role, and to develop as a leader in his shadow.

A most sincere thank you to every golfer, every passholder, and every dining/event guest that selected these clubs over the years. We did our very best to make each of your experiences - big and small - memorable. While we didn't always succeed in every way, I am immensely proud of our track record of effort and excellence. It was a privilege to host you. Special thanks go out to our wedding and special event clients. Your choice of our venue and our team meant the world to us. Weddings and similar celebrations are often once-in-a-lifetime gatherings; the fact that you selected us for these memory-making events is humbling. I hope each of you remembers your experience and the people that you worked with from our team with fondness.

I want to thank Ray Bivens, Greg Abbott, Jenn Pace, Darren Lawson, and the team at DNREC. While this one didn't go our way, everyone should know that their team on the whole has been a very fair and supportive partner for the past 18 seasons. I hope that the next era for these two special places is one of prosperity and continued success. It is terribly unfortunate that months of not knowing what the future was to hold have passed. It put our team in a very difficult situation, not being able to inform our clients and guests what to expect for their golf, wedding and event plans until so late in the process. I hope our collective communications can be quick and clear in the months that remain. But, unfortunately, that is not totally within our control as we can only communicate what will be shared with us by DNREC and Troon.

What's next? Our team will remain focused on delivering the best golf, dining and special event experiences we can in the months that remain. We're committed to a seamless transition to the new operator and will do whatever possible to set them up for success beginning in 2024. Surely there will be many individual concerns and details to be managed between now and the end of the year. We will do our very best to communicate with each of you as often and as clearly as

possible throughout the balance of the year – whether it’s your wedding, your party, an Annual Golf Pass, or simply your plans for a round of golf with friends. If you have a function planned and have questions for the new operator, I will do my best to connect you with the right person. We desperately wanted to host you, and to see your event through. We regret not being able to do so.

Personally, I want to thank my family and the families of our team. The holidays of your loved ones were often spent here at work – their weekends were often consumed by the needs of the club. A career in hospitality is not easy, and the burden of that career choice is often carried by the entire family. Thanks for allowing us to do what we do.

Deerfield has enjoyed record success over the past three years, coming out of the pandemic stronger and busier than ever. Garrisons Lake is on the precipice of a renaissance, with new buildings and expanded offerings finally about to be fully realized. Each has become very important and well-loved destinations for golfers, clients and guests. I remain a fan – and will always be grateful to anyone that calls these fairways and facilities “home.”

Until then – let’s play golf often and celebrate well. There’s plenty more memories to be made before we’re done.

Sincerely,

Jeff

Jeffrey Robinson

Director of Hospitality Operations

Forewinds Hospitality

jrobinson@forewinds.com