

# Resort Villa Management Ltd.

## Owners' Newsletter

FALL 2011

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*Above and beyond  
exclusive pricing is  
available to owners  
and guests.*

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### Welcome to Fairmont!

Welcome to Fairmont Hot Springs – whether this is your first visit, or one of many return visits, we trust that you will find your time enjoyable and filled with recreation and relaxation.

### News and Announcements

Last fall we sent out a survey to collect feedback on the wireless network service at the resort, and this year we are asking for your opinion on several topics. The areas of interest include:

- Your views on pet-friendly units.
- The formation of a Home Owners Association.
- Possible revenue streams to help meet operational costs.
- and a number of other topics of interest.

The survey will take approximately 5 minutes of your time. The online survey link was sent to all owners with a valid email address on file in October and again in November.

If you did not receive the email communication, and would like to participate in the survey, please call the Front Desk to update your contact information.

Survey results will be posted to the Owners section of the website within the next several months.

### Policy Change

Because of the large number of owners that are slow with payment of maintenance fees, we are making an important policy change. In 2009 a considerable amount of effort had to be expended in the collection of maintenance fees. In 2010 we experienced a similar situation, with over 50% of maintenance fees still outstanding at the end of February. As you can probably understand, this makes it extremely difficult to operate the resort efficiently and to make best use of financial resources.

**For this reason, we will be requesting that maintenance fees are paid at the time of booking your week at the resort.** If you are booking directly with the resort, booking early is the best way to have the greatest success in obtaining specific weeks, arrival dates, and preferred units. It is recommended that you book no later than three months in advance of your season to ensure that time is set aside for your usage year. Please note that this policy change became effective as of January, 2011.

## Refurbishing Projects

We accomplished a number of important and much needed projects this year. The timing is always difficult in terms of minimizing disturbances to your vacation, and we appreciate your patience and understanding during these periods of time. Projects completed to date in 2011 include the following:

- Deck and exterior renovations to the 500 building.
- Landscaping work in the area of the 500 and 600 buildings.
- Heating, ventilation and air-conditioning upgrades to the Riverside Rec Centre.
- Installation of two new treadmills in Riverside fitness centre.
- Installation of new commercial washers and driers in Hillside laundry facility.
- Roof replacement on the 600 and 700 buildings.
- Replacement of the front awning at the Riverside Recreation Centre.
- Terrace unit deck repairs at Hillside 2000 building.
- Riverside north tennis court resurfacing.

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*New roofing on  
Riverside 500, 600 and  
700 buildings - installed  
March – June, 2011.*

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Projects for 2012 are still in the planning stages but we have identified several priorities:

- Deck and exterior renovations to the 100 building. Scheduled for January to July - we can anticipate some construction noise and parking disruptions in this area of Riverside.
- Deck painting at the Hillside Pool complex. This is weather dependent, but we hope to complete the work by late May.

## Vacation Ownership Services (VOS)

Over the past year we have been looking for improved efficiencies in all operational areas. The creation of a centralized team of reservation and customer service agents in Calgary has led to the closure of the VOS office in Fairmont Hot Springs. While the opportunity to provide face-to-face service in Fairmont is recognized as a valuable convenience, we find that the economics of providing reservations and Platinum Club agents across two physical locations is not viable at this time.

Therefore, effective September 1, 2011, the Fairmont VOS office (reservations and Platinum Club) has closed.

**All owner-direct reservations and Club requests must be directed to the Calgary VOS office.**

The toll-free number for the central reservations office in Calgary is 1-877-451-1250.

Email: [customercare@northwynd.ca](mailto:customercare@northwynd.ca)

## Questions

If you have any questions or concerns about the above mentioned projects and plans, please do not hesitate to contact the Front Desk during your stay.

Sincerely,  
**Management and Staff**  
**Resort Villa Management Ltd.**