



RESORT NEWSLETTER



WINTER EDITION 2016

REFLECTIONS OF FSOTGA 2016 ANNUAL MEETING AND PLANS AHEAD FOR 2017

This year's Four Seasons on the Gulf Association 35th Annual Meeting took place on Tuesday, June 21st, 2016 at 6 pm. The meeting for the second year in a row was at the DoubleTree Hotel in Galveston. This year's highlights included:

Oscar Davis, Board President, gave the President's Report where he updated owners on current events and thanked everyone for their loyalty and support for the Association. Mr. Davis then proceeded to have the 2015 Annual Meeting Minutes read by the Secretary Debbie Hensley and then asked for those owners in attendance for their vote to approve the minutes. Owners present accepted the Meeting Minutes as read. Mr. Davis then proceeded by introducing the Board of Directors, along with introductions made by the two Board Candidates, Debbie Hensley (incumbent) and Barbara Barrett. Due to the election of board candidates only having two persons running for two positions to fill, the Board then announced that the candidates fill both vacancies. Resulting in Mrs. Hensley serving a new term and Mrs. Barrett serving her 1st term with Board. All elected board positions serve a period of three years.

An update was giving on the exterior construction project status to let owners know that we planned on having D & C Contracting return to begin work on B-side (Units 11 - 20) in mid-November of this year. However, our occupancy is still very high in Fall/Winter time due to various reasons that we are hopeful that the construction crew can complete the job before December 24th. If D & C Contracting is unable to complete the B-side from the assigned time, then this will again result in delays for the project until sometime in 2017.

For the 3rd year in a row, the proposed amendment for changing the day of check-in from Saturday to Friday was not able to change due to the lack of quorum required as the Bylaws require a



Board President, Oscar Davis (center) presiding over the Four Seasons on the Gulf Association Annual Meeting. Left to Right; Rick Burrige, Janice Harding, Roger Johnson, Oscar Davis, Debbie Hensley, and Tim Hutcherson.

2/3rds of current ownership for a change to occur. The owners who have voted for the change outweigh those that are opposed to it. However, the Board is looking at all possible avenues to overcome this obstacle legally for the benefit of the resort. Therefore, the resort will remain a Saturday to Saturday operation for the remainder of 2016 and 2017. This amendment proposal will be a part of the election/voting term and discussed at the 2017 Annual Meeting in June.

General Manager, Salvi Bautista gave his report and provided updates on his team's continued efforts to improve the business. Mr. Bautista discussed challenges the resort is facing from negative reviews from RCI guests regarding the interior accommodations and the unfinished exterior buildings. Mr. Bautista stressed that these reports are being looked at very carefully by RCI and that should we fail to correct these issues – it could result in our resorts disaffiliation with RCI. However, Mr. Bautista also noted that he and RCI executives have an excellent working relationship and has explained to them what the resort is currently doing with the exterior renovations and that once complete the Board will have a plan of action to address the interiors. Mr. Bautista noted that the resort team won a customer service award from Booking.com for 2015 who is one of our online reservation partners. This award is featured online on our website along with a plaque inside of the resort office for all to see. Salvi then discussed how exceptionally well the Rental Program is doing this year and noted that the revenue has already beat 2015's yearly totals and 2016's budgeted amounts. These efforts are paying off in huge dividends for his continued efforts on branding the property and bringing in new owners, guests, and revenue.

As we look ahead to 2017, here are some key points that will happen;

- The 36th Annual Meeting will be on June 20, 2017, at the Hilton Galveston.
- The Board Election in 2017 will have two vacancies to fill, as two of the current director's terms will end at that time. If you are interested, you may download the candidate application from our website.
- Friday to Friday operation will be voted on to make the change.

For your convenience, you can now download an official copy of the 2016 Annual Meeting Minutes from our website in the "Association Ownership Log In" and select Board Meeting Minutes.



RESORT IS CURRENTLY MARKETING A RENOVATION SALE WITH AN INCREDIBLE OFFER TO DRAW IN NEW OWNERSHIP

The resort is having the biggest sale in its history to bring in more owners. We have decided to name it the Renovation Sale to market the positive and noticeable changes that are currently occurring on property. This sales campaign has purchase prices up to 80% off and the resort is also offering an incentive package with each purchase such as gift cards and tickets to some of Galveston's most famous attractions and restaurants.



We are unsure of how long the sale will last so act fast, as prices have never been offered so low before and with such an incredible deal. We have already seen the weeks flying off the market and hope it continues to bring in more new families of owners. For more information on this sale, visit our website and click on the Renovation Sale picture or call the office today.

A PASSWORD IS NOW REQUIRED FOR THE OWNERS SECTION OF THE RESORT'S WEBSITE



As stated in the last newsletter, we now give owners access to a specially designed area on our website. This area titled "Association Ownership Log In" includes information about things such as Bonus Weeks, the Rental Pool Program, and other important documentation. One of the newest additions to the owner's portal is the Board Meeting Minutes. An owner can now stay up to date on resort business that occurs in the general meetings. Archived from 2012 – present for your convenience.

The website is password protected to keep the general public from viewing resort business. Every owner would have received an initial password update via email. If you did not receive it, you could call our office, and a guest service agent will be happy to provide you with that information after first confirming your unit and week. The password itself will be changed from time to time, so it is important to ensure we have an updated email on file for you. Providing us with an email will keep you up to date as it happens or as changes are made. If you are not receiving emails from us, be sure to contact one of our guest services agents today so that we can add you to our email list.

FRIENDLY REMINDERS NOT TO FORGET AFTER THIS HOLIDAY SEASON



1. Maintenance Fees are due by January 1, 2017. Late Fees are charged January 16th, 2017 and interest fees begin on February 1st, 2017.
2. Once your 2017 MF has been paid, then sign up or renew to place your week in the Resort Rental Pool for 2017.
3. The Bonus Weeks Program ends on December 31, 2017. Details and availability are listed on our website.

EMPLOYEE MILESTONES:

CELEBRATING YEARS OF SERVICE

General Manager, Salvi Bautista made his 4th year with the resort in July 2016.
 Maintenance Manager, Grant Heaslet made his 3rd year this past April 2016.
 Porter & Groundskeeper, Manuel Ramos will be in making his 2nd year in February 2017.
 Office Supervisor, Lizzie Olvera made her 1st year in May 2016.
 Lead Office Assistant, Samuel Ramirez just made his 1st year in September 2016.

EXTERIOR CONSTRUCTION IS SCHEDULED FOR THIS FALL

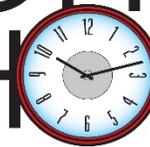
The year long wait is over. Beginning November 12, 2016, D&C Contracting will finally be back to complete the reconstruction that began mid-November of 2015. The construction will include things such as but not limited too;

- replacing entry stairs and rails
- replacing the front entry way doors of units 11-20 (B-side)
- repairing the damaged stucco panels on the B-side
- painting of units 11 thru 20 to match the color scheme on the Seawall side of the property
- It will also include repairs and painting to the interior and exterior of the office building

Our goal is to have all of the units completed by December 24th, 2016. Should the project not be completed, this will result in rescheduling it again sometime in 2017 due to our high occupancy.

Once the exterior is completed, the board will begin planning phase 3 of the project which is regarding the interior remodeling and interior upgrades. Stay updated on the project through our website. Follow us on social media at our Facebook page at [#FSOTG](#) where updates and pictures are posted regularly.

OFFICE HOURS



UPDATED OFFICE HOURS

The resort will have extended hours during special events, and during the Summer Season. All other times will be regular business hours from 9:00 am to 5:00 pm daily.



Check-In time will remain at 4:00 pm and Check-Out at 11:00 am throughout the year.

As a reminder we offer "Express Check-Ins" for after hour arrivals. Please call the office at least two days in advance to let us know and schedule an "Express Check-In" for your next stay with us.