



RESORT NEWSLETTER



WINTER EDITION 2015

CARD DEPOSITS FOR INCIDENTALS FOR ALL

As it is customary in the hospitality industry, we do require a deposit for incidentals from all of our guests (this includes owners).

As of August 2015, the Board approved that deposits for incidentals will be accepted by a valid credit or debit card only. This eliminates the option for owners to write check deposits. As it is standard protocol in the hospitality industry not to accept checks for many reasons.

Some of the types of incidentals incurred from your stay can be from extra linen exchanges, valet laundry service, parking tags, bicycle rentals, additional housekeeping services, to others such as smoking/pet violations just to name a few.

Upon check-in to the resort, all guests will be required to provide a photo ID along with their credit or debit card to complete the check-in process. We gladly accept VISA, MASTERCARD, or AMERICAN EXPRESS. We thank you in advance for your understanding and cooperation with this policy.



MAINTENANCE FEE DUE DATE AND NEW RESTRICTIONS FOR PAST DUE ACCOUNTS

Every November, the Resort Maintenance Fees billings for the succeeding year are sent out and are always present with a resort newsletter. In accordance to the Condominium Declaration for the resort, all billings must be postdated before December 1st, and the due date of December 31st. The resort does allow a 15 day grace period before any late and/or interest fees would be assessed. However, for the owners of weeks in January (1, 2, and 4) – there is no grace period due to payment due date; these owners would have to pay by credit/debit card to allow immediate access of the unit/week privileges, or mail a check payment before December 15th to allow time to be received and to clear the bank.

Any accounts unpaid as of January 16th will then be considered late and will be assessed a one-time \$50 late fee. In addition to the late fee already assessed, a monthly interest fee of 10% will be billed to your maintenance fee balance beginning on February 1st and continue thereafter until Board directs otherwise.

Beginning on January 1, 2016 the Board has established a new policy and special identity for all late paying owners. They will be called “Restricted Accounts” for non-payment of Dues and/or Fees. Any and all accounts with unpaid dues, fees and/or assessments will be placed in the Restricted Account category. A Restricted Account will have all its usage rights suspended until all amounts due are paid in full. All Restricted units will be placed in the Resort inventory for rental and/or exchange utilization. All income derived from all Restricted Accounts will be deposited in the Resorts general fund and used for the use of the Resort as the Board directs. All owners of Restricted Accounts will be notified of their status. This will be a one-time mailing notice with no later notifications forwarded to owners.

All past due accounts will remain restricted until their accounts are paid in full. Once this is accomplished, all restrictions will be lifted and the account will be in good standing. Reservations and selection of any remaining time allowable to the account will be based on space available basis. In the event that restoration is accomplished after the account’s calendar week has passed, there will be no attempt made to catch up and select alternate week or weeks for that owner. Rental at a reduced rate of 25% off is still an option.

Should any past due account or accounts exceed more than sixty (60) days in default, these accounts may be subject to collection efforts and/or foreclosure. This is in accordance to the Condominium Declaration of the Resort. For accounts that are past due, the Resort will no longer accept payments on Check-In day. Furthermore, the Resort will no longer accept any personal or company checks for payment of a past due account. Cashier Checks and Money Orders are acceptable. However, the best option is use of a Credit Card or Debit Card which can process your payment immediately. If you have questions on this policy, contact the resort by phone at 409.763.7138 or email at resort@fsotg.com.

A BRIEF RECAP OF THE 2015 ANNUAL MEETING

The 2015 Annual Meeting was held on Tuesday, June 23rd 2015. It was held offsite from the resort and indoors at the Doubletree Hotel in Galveston. We had a great turnout for the event and appreciate everyone who attended, and those who voted, and submitted their proxy forms. Some highlights included:

Salvi Bautista, General Manager, delivered his Manager's Report and provided updates on many great improvements made with branding the property, and an update on the revenue gross for 2014 from the resort rentals. Salvi also discussed the negative impact of the Bonus Weeks on resort sales, and the limited availability of due to the high demand. This year meeting made Salvi's three year tenure, making him the 2nd longest General Manager since 1981.

For the 2nd year in a row, the proposed amendment for changing the day of check-in from Saturday to Friday, did not pass for a lack of quorum. Although, the votes for the amendment would have pass, if votes were solely enough, but the Bylaws require a certain percentage of ownership that has to be met for the change. Therefore, the resort remains a Saturday to Saturday operation.

The 2015 Board Election had four candidates running this year. The incumbents; Oscar Davis (President), and Tim Hutcheson (Vice President) were re-elected. The board also added its seventh position to newly elected Janice Harding, while Barbara Barrett was not elected at this time. All elected board positions serve a three year term.

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. Oscar ended the meeting by reminding the Owners that their participation is important and that the Board appreciates the opportunity to hear directly from owners with concerns, positive commentary, and suggestions.

2014-2015 CONSTRUCTION PROGRESS UPDATE



As a reminder, the 2014 Special Assessment that was billed to all existing owners in September of 2014 was solely for the repairs and restoration of the exterior of the property. This includes; remodeling the office building, repairing and replacing the condo entry access landings, gutters, stucco wall panels, doors, and windows; while also having the entire property repainted.

Due to numerous reasons that occurred this year in 2015, the project experienced many delays. To date, the beach side of the property from bottom to top of all 20 units has been repainted in tropical multi-colored theme, and the office exterior has been remodeled.

Construction is scheduled to continue from November 2015 thru January 2016 to complete the rest of the project for all 20 units on the entry side. Be sure you like our page on Facebook to stay up-to-date as we move to completion.

2016 ANNUAL MEETING HAS BEEN SCHEDULED

Next year, marks the 35th Annual Meeting since the resort opened in 1981. It has now been scheduled for Tuesday, June 21st, 2016 (6/21/16). It will be held again for the 2nd year offsite at the Doubletree Hotel at 1702 Seawall Blvd, Galveston, TX 77550.

As in 2015, the Doubletree will be offering advance reservations for any of our owners who wish to attend and may be interested in accommodations. Special pricing will be given to any of our owners who mention with their reservation that they will be attending the FOUR SEASONS Annual Meeting on June 21st 2016, their phone number is (409) 762-4141.

The 2016 Board Election will have two positions to vote for: Incumbents; Deborah Hensley, and George Whitaker. If you are interested in applying for the Board, go to our website and download the candidate form. More details will be published online on our website and an official notice will be mailed in May 2016 along with the Summer Newsletter. We welcome all who can make it out to the event to meet your Board and Resort Staff in person.

UPDATE YOUR CONTACT INFORMATION WITH US

It's that time, where we want to ensure we have your correct contact information.

Many times, owners may forget to contact us about a mailing address, email, or even phone number change. Now is your chance to do it with ease. On our website under the "Association Owners" click on the option for "Update Your Information." Fill out the online form and hit submit.

We are encouraging all owners to do this, to ensure we have all the correct ways to communicate with you.

Should I provide my email? Yes you should and here is why. It is intended for FSOTG only and will be used to send you board meeting notices, newsletters, reservation reminders, promotions and sales, and other useful information pertaining to your ownership.



RESORT OWNER RENTALS ARE NOW APPROVED FROM OFFICE

After many discussions to find a solution for the owners who face challenges with having their week rented. Salvi Bautista, General Manager, has finally reached an approval agreement from the Board to allow all owner weeks to be included in our rental program and to be rented by the office staff at the owner's request. The now approved program will be titled "Resort Owner Rentals."

Here is a brief summary of how the Resort Owners Rentals will work;

- Rental income will be applied on the owner's account as a credit towards maintenance fees only (on cash or checks will be paid).
- The fee will cost 30% of the total income received (this fee includes commission, and marketing fees) per rental (subject to change).
- Additional Housekeeping Fees are \$75 per cleaning (not including housekeeping that is part of your maintenance fee).
- Owners must be current for the year (no past due accounts will be accepted), you may not list or authorize any other agency to rent that week, and you must not have traded with any exchange company.
- Owners who received income credit will have a notice sent via email or mail for your records, acknowledging the amounts received and credited to your account.

Those owners who wish to take advantage of this program will need to contact Salvi directly by email (salvi@fsotg.com), fax (409.763.7152), or by completing the form on our website (which will be available by 1/1/16). Phone calls will not be acceptable for the Resort Owner Rentals request, since it will require written documentation and a contract agreement signing. Once your request has been received, you will be sent a contract to sign and return with the terms as outlined.

Owners can choose not to use our service for their rental and have the alternative options to either list their week for rent on their own or with The House Company. The House Company is only local real estate broker in Galveston who handles timeshare rentals for interval ownership, they can be reached at 800.765.0576 where your contact person will be Billie Archuleta who will be your alternative rental agent. If you list with The House Company, please forward a copy of your rental agreement with them to our office by email, fax, or mail, so that we are aware of your authorization to allow them access to your week.



Our Resort Owner Rentals program gives you a higher percentage of having your week rented (whether for a few days or the whole week) due to our marketing partnerships with several of the top Online Travel Agencies (OTAs) such as TripAdvisor, Booking.com, and Expedia just to list a few. In addition our online marketing, we have walk-ins traffic, direct phone inquiries, and our sales methods. However, as with any other rental agency - there is no guarantee of an owner rental. Resort Owned inventory has top priority for bookings first, then owner weeks.

The Resort Owner Rentals Program will officially begin for all in January 2016. If you have any questions regarding the program or about rentals in general, contact anyone of our Resort Guest Services Agents as they will be able to answer your questions.



EXCHANGE POLICY REMINDER: SPACEBANKING/DEPOSIT

Those that would like to deposit their week for exchange, are required to be current for that year requested. This is a recommended policy by RCI and was put in effect in 2011. While you may be current for paying your 2015 Maintenance Fees and the 2014 Special Assessment that was billed last year, you may not be current for 2016, 2017, 2018, etc. Though the maintenance fees are not billed until November for the next year, resort policy requires that future years have a prepayment on file before you request an exchange/deposit. If an exchange request is attempted with RCI before a payment is made for 2016, 2017, 2018, etc., that request would be denied for non-payment of maintenance fees.



A pre-payment can be made at any time of year, and the amount would be at least that of the current years' maintenance fee rate or as high as a 10% increase with the current years fees. Those owners who want to be approved right away thru RCI, first need to make sure they have prepaid that year they are requesting from the resort. If no prepayment is on file, then call the office at 409.763.7138, and one of our Resort Guest Services Agents will assist you with a credit/debit card payment.

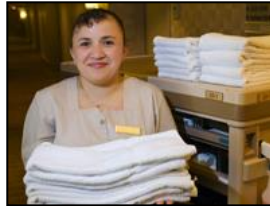
Prepayment of maintenance fees via check by mail will cause a delay in exchange approval. A check payment is a longer process, as it needs to be received by management, deposited to our bank, await the bank's confirmation that the check has cleared, and then wait for RCI to resubmit the request from the owner. This process can take up to 30 days to be approved with a payment is made by check. Payment with a credit/debit card would be approved within 48 hours or less with RCI. We accept VISA, MASTERCARD, or AMEX for your convenience, all card transactions have a 3% transaction fee added to the total.



LINEN EXCHANGES AND VALET LAUNDRY SERVICES NOW OFFERED IN PLACE OF LAUNDRY ROOM ACCESS

In August 2015, the Board approved a change regarding the laundry room. By recommendation of the General Manager and RCI, the resort at this time no longer offers a laundry room for any guests/owners to use. There are a number of reasons why this change had been made, but the most important as it relates to your ownership is the bottom line cost to the resort.

We had incidents of our guests/owners improperly using the machines and causing the machines to have mechanical failure from sand, soap, coins, shoes, etc., causing unnecessary down time for our linen cleaning process. Sand is a major problem. While we would see it from clothes, we experienced it more from beach towels. For this reason the resort will no longer supply beach towels for guest use. Aside from the improper usage, we also experienced many of our owners who would wash the resort linens (towels and sheets) with their personal garments, this resulted in the linen and towels being damaged from color bleeding (as the resort linen is all white).



Therefore, after discussions with RCI, we now offer linen/towel exchanges and valet laundry services for all. Linen exchanges are free for the 1st load, then \$1 per item needed thereafter. Our Valet Laundry Service, will include washing, drying, folding, and delivery of your personal garments to your condo. Personal valet laundry service has two price options; same day service is \$25 for up to two loads, or next day service is \$15 for up to two loads, these fees include use of premium laundry products such as Tide. Our valet laundry service gives you the freedom to enjoy your day instead of doing laundry while on vacation.

CHANGE IN BONUS WEEK POLICY NOW IN EFFECT

Due to the large amount of bonus weeks that have been assigned for multiple years, and how this negatively impacted resort sales. **As of October 2015, the Board has agreed to the following; management has the authority to cancel or reschedule any bonus weeks that have been assigned for local use at the property due to a sale of the resort owned week.** This same policy also applies to a bonus week that will be directly effecting our construction project. Due to the Bonus Weeks, construction has to been completely restricted and halted in some cases.

Should your week be cancelled due to a sale or construction needs, you will have an option to receive an account credit of the cleaning fee or be reassigned for another reservation date. Please be advised that the availability still remains very limited and is on a first come, first served basis. The only bonus weeks we will not cancel or reschedule are those that our owners have already deposited into RCI. As RCI gives the owners account points to exchange for, and may still send someone else in their place. Furthermore, Bonus Weeks are only scheduled by completing the online Bonus Week Request form on our website and selecting the time from the Bonus Week Availability not from the Rental Reservations. The resort only holds a Bonus Week reservation for those owners who have prepaid the cleaning fee in advance – all others will be cancelled.

CONFIRMING YOUR WEEK OWNERSHIP RESERVATION

To ensure that we minimize the use of our electric expense against the property, we ask that every owner let the office staff know if you plan on utilizing your week, sending a guest, depositing with an exchange company, listing it in a rental pool, or not coming at all.

This information helps us coordinate occupancy levels more efficiently for all our guests and owners. If you use and have email, make sure we have it on file – email addresses keep you up to date with reservation reminders before your week starts not just a courtesy phone call a few days before check-in.

To confirm your plans, simply head over to our website. In the "Association Owners" section to select "Week Confirmation Form," then fill in the information and hit submit – it really is that simple! Feel free to call us and let us know if you prefer to do this by phone or need any assistance.



RESORT HOURS OF OPERATION:

Now open every day from
9:00 AM to 5:00 PM

CHECK-IN TIME: DAILY 3:00 PM-5:00 PM

CHECK-OUT TIME: DAILY AT 10:00 AM

25 % OFF
RENTAL RESERVATION

Enter this promo code

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In the promotional box on the Rental Reservations page at FSOTG.com