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Resort Office Staff:

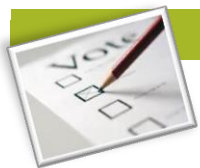
General Manager: Salvi Bautista
Resort Specialist: Nicole Cleveland

Resort Office Hours:

Monday – Friday: 9:00 AM – 5:00 PM
Saturday: 8:00 AM – 6:00 PM
Sunday: 10:00 AM – 2:00 PM

Check-In is on Saturday from 3:00 – 6:00 PM

Check-Out is by Saturday before 10:00 AM



2013 ANNUAL MEETING HAS BEEN SET

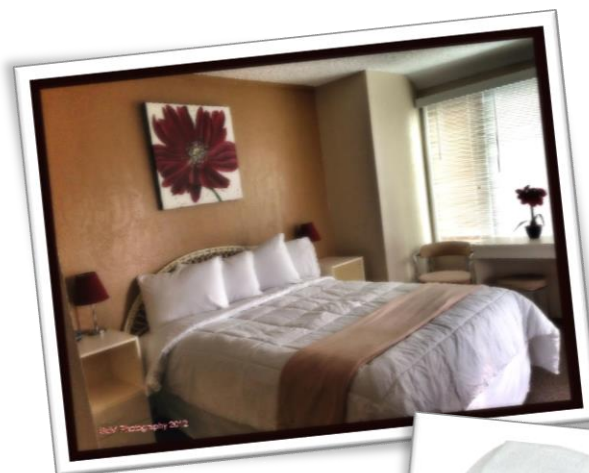
This year's Home Owners Association meeting will be held on **Tuesday, June 11th, 2013 @ 6:30 pm** at the resort. Important topics will be discussed, and this is the time when owners have the most impact on what changes occur – so we highly encourage you to attend.

In addition to the meeting itself, there will be an election of two (2) Board Director Positions. Included with this newsletter is proxy form and ballot for your convenience, we will need both those documents to be returned to the resort by **June 1, 2013**. If you have any questions regarding voting, feel free to call or email the resort for answers.

COMFORT HAS ARRIVED

All bedrooms on property received an upgrade with new pillow top queen beds. In addition to the new beds, new bed linen and bathroom linen was also upgraded to a higher quality to give you a more comfortable experience of the new items.

The beds are dress in all white linen that includes the following; a higher thread count for the sheets that are covered with a plush duvet, a microfiber fleece rests at the foot of the bed, the pillows are soft and plush, with a bedskirt to complete the overall look and feel.



"The new beds and bedding are so comfortable to sleep in" and "The towels in the bathroom are so soft, and feel pampering to use" are the most common positive feedback we have received from many owners and guests to the resort.



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CARD PAYMENTS ARE BACK

The resort has renewed the payment option with a new provider for accepting credit/debit cards for your convenience. The resort officially went back online on for accepting cards as of March 1st, 2013, after an issue with our previous provider not understanding our business model for maintenance fee payments. Our new provider has a clear understanding of our business model, and in fact is used throughout other RCI Affiliated properties around the world.

Currently we accept Visa, MasterCard, and American Express. The process for card payments is running smoothly as we look do more with this option in the future.



SATURDAY VS. OWNER BUSINESS MATTERS

All owner calls or visits are always welcomed. However, Saturday at the resort is the busiest day of the week for all resort staff. Due to the large number of calls or visits from owners who want to conduct business matters during the check-out or check-in processes on a Saturday, we are now requesting all owners who are not scheduled to check-in to please call or visit on another day of the week to discuss your account matters. This request is simply to be courteous to all inbound arrivals for that day.

Should you need a meeting with Salvi (General Manager), please attempt to schedule an appointment in advance. Weekend appointments can be scheduled on Sundays, between 10A – 1P for your convenience.



REQUESTING TO DEPOSIT YOUR WEEK WITH RCI

The resort is always open to owners who wish to have us deposit your weeks on their behalf. However, we are now requiring written confirmation of such a request. This request will no longer be accepted by phone - you may however send it in via mail, fax, or email, whichever is more convenient. This new policy, will ensure owners do not cause overbooking with other inbound RCI members during their owned week into the same unit.

Resort policy now requires that all owners who are members with RCI, must have Resort Maintenance Fees current for the year that they wish to space bank/deposit their unit, thus allowing week/weeks to be cleared for deposit. This means that the Resort Maintenance Fees must be paid for the year that an Owner wishes to receive the RCI benefits of banking early - this can be done up to 2 years in advance. To become current on your Resort Maintenance Fees to deposit early, Owners will just need to pay the resort fee at the current year's rate. If the Resort Maintenance Fees go up for that year after payment has been submitted, the difference will be billed - allowing RCI weeks to remain cleared for deposit in your account. Please contact the resort, should you have any questions.

DID YOU MAIL OUR CARD YET?

Many owners have contacted the resort staff inquiring about when their week is scheduled. Other are also asking, "Did you mail our card yet? We have not received anything yet." Early 2012, we eliminated the weekly cards that were being sent out for a several reasons. Those include the fact that most owners did not send the cards back in a timely manner, and as a measure to save on the operating cost of mailings per week. From then on, the resort has attempted to contact owners in regards to their weeks and status of arrival, by a courtesy phone call. The calls are usually made within a 2 week window of the upcoming week.

As of November, we included an information sheet requesting all owners reply with all methods of contact information – including cell phones and email addresses. The purpose of that information was not only to ensure the resort had the correct information on file for an owner, but also to help contact you even if you're on-the-go, or on vacation somewhere else. General Manager Salvi Bautista, has developed an email based version of the information that was previously sent out by mail. Owners who have submitted their email address will soon start receiving notifications - such as this newsletter, arrival status, and more, all to keep owners as informed as possible. Owners who do not have email addresses will continue to receive courtesy phone calls as an alternative. The overall goal of this project is to save on paper, time, and the money cost to keep your Maintenance Fees down – while providing owners an open line of communication with the resort and your General Manager at all times.

