

# **ESCAPE WINTER 2016**

#### MAKING MEMORIES FOR THIS YEAR AND YEARS TO COME...

## **Share Your Positive Experiences With The World!**







Customer reviews are one of the most powerful marketing tools available to lodging properties. Online reviews provide insight on how to improve operations, as well as influential feedback from prospective owners and guests. Sharing your reviews on public websites about The Christie Lodge, helps you increase the value of your ownership. Positive reviews help attract new owners and drive rental business; which in turn assists in keeping your maintenance fees low.

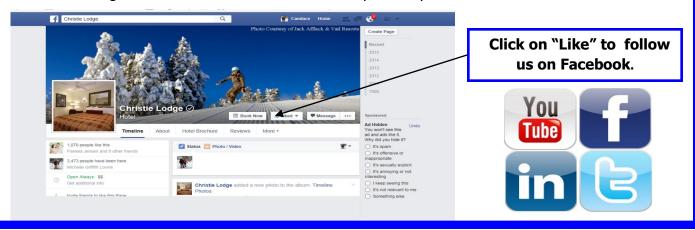
# **Improve Your Next Stay By Completing Our Internal Comment Cards**

We have recently started sending out an electronic post-stay survey to each individual owner and guest after their stay. Owners that complete comment cards are ensuring a bright future and that their next vacation experience will be even better than the last. The scores received are directly related to the service provided. These surveys are received and reviewed by management on a daily basis.

Thank you for taking the time to support us on public websites. Sharing your experiences about your home away from home, as well as completing your post-stay comment cards, help us make the lodge a better place to own and vacation. We are very proud to have you as Christie Lodge Owners!

#### Like Us On Social Media!

Living in the 21<sup>st</sup> century, social media platforms are becoming increasingly more popular. By liking us on social media, you can stay more up to date on what is going on at The Christie Lodge and the surrounding area. You can also share memorable posts to your friends. Join in on the fun!



## **2015 Annual Owners Meeting**

## **Houston, TX**

Management would like to thank Houston for such a warm welcome during our 2015 Annual Owners Meeting, held on September 26<sup>th</sup> at the Houston Hilton Westchase. During the meeting, routine annual business of the association was conducted and Ms. Christina Holcomb and Ms. Jonasue Phillips were re-elected to the Board of Directors.



Ms. Siegert-Free, Managing Director and General Manager, presented information on the financial health of lodge, noting the Association's maintenance fees continue to be some of the lowest in the industry, coming in at an average of \$575 including property taxes, which is well below the industry average of \$880 and **does not** include property taxes. She also shared that rentals contribute to 29% of the lodge's total income and amounted to a record braking \$3.242M in additional revenue in Fiscal Year 2015. These funds aid in holding down your maintenance fees and helps to fund improvement to the lodge. Our sales company partnership with Highlands Resorts also continues to be a successful venture with almost 1,300 new owners, equating to \$1,161,121 in sales income which will in turn generate \$597,090 in new maintenance fees each year.

Mr. Dameron, Executive Director of Operations, provided information on current renovations and improvements at the lodge. Mr. Dameron also announced the new in-house activities to enjoy during your stay and tips on getting the most value from your ownership. He thanked the owners for their support of the Christie Lodge and encouraged them to return to see and experience all the renovations and upgrades.

The owners were also presented with information about Amendment 5 by Association Attorney, Mr. Jerry Oliver. He stated that the Board is concerned about rising costs to the Association and its owners as a result of the transfer of membership interests to individuals and/or entities that do not intend to make maintenance fee payments and have no intention of participating in meaningful ownership at the Christie Lodge. As a result, the Board asked the members to amend the Declaration to require that the Association be provided with notice of any proposed transfer and information concerning the proposed transferee prior to the transfer, so that the Association can verify the validity of the transferee. Amendment 5 to the Declaration would also require that any transfer that has not complied with the foregoing would be void and would result in the transferor remaining liable for any assessments incurred not only prior to the attempted transfer but also following the attempted transfer. The amendment would also include a provision requiring any individual or entity receiving a transfer to be current on their maintenance fees on all accounts prior to receiving any new week(s). The owners agreed that Amendment 5 would benefit the Association and cast their ballots in favor of this addition to the Condominium Declarations.

Minor Bylaw changes, which were also passed by the owners, give both the Board of Directors and the owners the option to receive electronic (email) meeting notices and removed the requirement of the Board to appoint an Ex officio Board member.

Owners and Management expressed their thanks and appreciation for the efforts, experience and dedication that the Directors bring to the Christie Lodge.

The next CLOA Annual Owners meeting will be held on Saturday, October 8, 2016 at the Christie Lodge.

## **The Christie Lodge Owners Association Board of Directors**

<u>President</u> J. Raymond David

**Secretary** Kristen Nostrand

**Treasurer** Christina Holcomb

Vice President Earl Hauserman

**Vice President Bill McReynolds** 

**Vice President John Perkins** 

<u>Vice President</u> Jonasue Phillips





BEWARE...once again a new scam has surfaced! Owners are being targeted with the lure of an easy up-front fee to exit your timeshare commitment. Owners are being told that part of those upfront fees is used to pay an attorney who will get you out of your real property timeshare or your vacation club. Owners are then instructed not to communicate with the resort; the attorney will work on their behalf to relieve them of all their obligations. A form letter is submitted to the resort, often making false claims and/or inaccurate references to outdated or non-existent Bylaws, as to why the owner has retained an attorney. Attorney letters may make reference to state laws that may or may not be applicable to Colorado law.

#### Don't fall into this trap!

Many steps have been taken by Colorado lawmakers to protect your deeded property interest, which is not a mere contractual obligation.

<u>It is against the law</u> to charge upfront fees to sell, transfer or convey real property in the state of Colorado. If you are thinking of selling your timeshare, please call the Christie Lodge Owner Services Department at 1-800-845-0257. We understand that lifestyles and financial situations can change and we are here to help you with a legal exit strategy.

# American Resort Development Association Resort Owners Coalition ARDA -ROC

# **Advocating on Behalf of Owners**

ARDA-ROC is dedicated to protecting the interests of timeshare owners across the U.S. We vigilantly monitor legislation that affects our members and actively oppose bills with an adverse affect. We make every effort to be proactive in our efforts to pass legislation that benefits timeshare owners.

For more than 25 years, ARDA-ROC has championed owners' causes on every regulatory and legislative level from local, state and federal to Capitol Hill. ARDA-ROC's steady and strategic owner advocacy has generated an impressive list of legislative and regulatory triumphs, including a monumental victory in the 1997 Taxpayer Relief Act—estimated by experts to have saved owners more than \$100 million in taxes.

For more information on how ARDA-ROC is working for you, please visit their website at: <a href="http://www.ardaroc.org">http://www.ardaroc.org</a>

The following reflects ARDA-ROC's recent Colorado accomplishments:

Passed legislation providing for regulation of resale/transfer transactions in Colorado.	Bill provides protection for owners and associations from aggressive and misleading sales and marketing practices in the resale market by requiring disclosures to the seller and prohibiting advance fees for the transfer of a timeshare interest.
Passed streamlined non-judicial foreclosure legislation for time-share homeowners' associations, i.e. bulk foreclosures.	Saves homeowners' associations time and money when conducting foreclosures of timeshare interests for failure to pay maintenance fees.
ARDA-ROC Supported Exemption from Licensing Requirements for Timeshare Association Managers in Colorado.	This legislation exempts timeshare association managers from a costly and cumbersome regulatory scheme designed for the needs of whole ownership communities which did not require any timeshare-specific education or experience.



# A Happy Owner Is An Engaged Owner!

The Christie Lodge Vacation and Owner Services Team are here to help you get the most of your timeshare ownership.

Here is what we have been up to:

**Updated Phone System:** A new reservation call system has allowed us to answer your phone calls quicker and has given us the tools to better serve your needs. We now have a call queue that allows you to wait for the first available team member, along with the opportunity for you to leave a message that will be returned promptly.

**Owner Education:** We are spending more time, both in person and on the phone, to help you understand all of the benefits that come with your ownership.

**Outgoing call program:** We have a program in place to call our owners prior to their arrival to confirm their stay and learn of any requests you may have during your stay.

## **Project Updates**

The unit renovation, Project WOW, is progressing very well. Project WOW encompasses a major renovation of the units including the reconfiguration of the angled rooms, a renovation of the bathrooms which includes glass shower doors and the kitchens now feature a one-burner cook-top, a new sink and full size refrigerator. All the labor on this long term project is being done in-house by the talented Engineering Department. We have about 20 units complete and they have been a big hit with our owners. That satisfaction reflected in our comment card scores and internet ratings.

The Grounds Crew is pleased with the new 2015 plow truck that was purchased this fall. It replaces the 1989 Dodge pickup that served us well for many years and we expect that this new truck will last just as long.

#### PLEASE NOTE

All units and common areas of the Christie Lodge are non-smoking, except on the balconies in units 400-414 of the Annex Building as well as the designated smoking area located in the underground parking structure next to the bike cage.

# **Early Bird Winners!!**

When an owner makes a maintenance fee payment, that owner becomes eligible for a nice prize.

\*\*One Free Exchange Week From RCI!\*\* This period's one week winners are:

Jeffery & Cindy Costello Robert J. Vanden Bos & Elaine E. Howard Carlos & Claudia Delgado

Sonora, CA Portland, OR Frederick, MD

## **Mail and Package Delivery**



When mailing packages to The Christie Lodge please note the following helpful guidelines:

<u>Please do not send packages that will arrive more than seven days prior to arrival and mark any deliveries to your attention with an expected arrival date.</u>

Our U.S. Postal Service mailing address is:

**Guest Name** 

C/O Christie Lodge

**PO Box 1196** 

Avon, CO 81620

Our shipping address for ground courier services such as UPS and FedEx is:

**Guest Name** 

C/O Christie Lodge

47 E. Beaver Creek Blvd #1196

Avon, CO 81620

# **Traveling to or from Denver?**

For your travel safety, please be sure to check the weather and road conditions at the Colorado Department of Transportation's website at: <a href="www.cotrip.org">www.cotrip.org</a>



# **The Concierge Corner**

Winter is here, bringing with it a host of things to do in the Vail Valley! The team looks forward to helping you make the most of your vacation experience. Stop by the Concierge office for details about our standard favorites and all the new activities planned for this year!

We are excited to announce that we have added an Activity Center complete with a new pool table! So bring your cues with you or use ours, either way you'll have fun challenging your friends and family to a rousing game. You can also test your sliding skills on the new 12' cherry shuffle board table, or test your angles and score big on the new air hockey table. We know you will enjoy all of these timeless classics!

Join us for a whole host of in-house activities including our Monday Wine & Cheese Social, Putt-Putt Golf, Tie Dye T-Shirts, Family Bingo, Tours of Beaver Creek, Poker Night, Movies and more! Whether you plan on staying in or heading outside, we have a plan for you. We are happy to assist with all your questions, from transportation to comprehensive vacation planning, the Concierge staff of the Christie Lodge looks forward to helping you create vacation memories of a lifetime!

Come by and say hello to **Preston Haynes, Stephanie Romero** and myself, **Chris Blailock**, to see what winter adventures are in store for you!

## **Vail Valley Updates & Events**

## **Avon**

In the winter, Avon is a centralized location for snow-oriented activities, including ice skating and old-fashioned pond hockey on Nottingham Lake. A quick trip on the free Gondola Express shuttle bus brings you to Avon Station, where you can catch the Riverfront Express high-speed gondola directly to Beaver Creek Landing, putting you on the slopes in minutes.

#### February 19-21 The WinterWonderGrass Festival

We are so excited to have this signature event return to Avon! WinterWonderGrass is a unique, boutique winter music and craft beer festival highlighting bluegrass, roots and acoustic music along with Colorado craft brews. WinterWonderGrass is hosted in Avon, Colorado's beautiful Harry A. Nottingham Park with Beaver Creek Mountain as the natural backdrop. The festival features over 25 bluegrass bands, 18 Colorado craft breweries and promotes sustainability and community. With an outdoor, winter wonderland on the brand new Nottingham Pavilion main stage and heated beer tents with acoustic jams, kids tents, and bonfires, WinterWonderGrass will be a time for families and friends to gather, dance, and celebrate the Colorado lifestyle.



#### Cont'd. from page 7—Vail Valley Updates & Events

#### **Beaver Creek**

**<u>Did You Know?</u>** The Vilar Performing Arts Center opened in 1998, making Beaver Creek the first mountain resort community in the world to include its own performing arts facility presenting an annual series of diverse cultural events. This incredible venue contains a 535-seat theater, two 2,200 square-foot lobbies and the 2,000 square-foot May Gallery Patrons Lounge. It is located directly beneath the outdoor ice skating rink and is managed by the Vail Valley Foundation.

Littman's Kunstler theatre in Munich provided inspiration for the wood-paneled columns, walls and ceilings that are combined with the curved horseshoe seating layout also found in many traditional European halls. The natural wood and stone in the lobby are highlighted by carpets and fabrics woven with autumnal colors. The walls are painted in the muted tones of the sky at dusk which complete the theater's harmonious complement to the Rocky Mountain environment that surrounds it.

Don't miss out on this winter's impressive performance line-up such as Aoife O'Donovan, LeAnn Rimes, Keller Williams, Clint Black and the Indigo Girls, just to name a few.

#### **Check out all the fun in Beaver Creek at:**

http://www.beavercreek.com/events-and-activities/events-and-activities-winter.aspx?page=viewall.

#### March 26th the 24th Annual Easter Egg Hunt at Creekside Park

The Easter Bunny will be hosting Beaver Creek's 24th Annual Easter Egg Hunt on Saturday, March 26th. The festivities start at 10:30 a.m. in Creekside Park. The Egg Hunt includes 4,000 eggs followed by a photo opportunity with the Easter Bunny. There will be another opportunity for photos with the Easter Bunny from 4:00-5:30 p.m. Saturday in Beaver Creek Village. Parents should bring a camera and an Easter basket, or use one of the bags provided. Kids 12 and under can take part in the Easter Egg Hunt in groups according to age group.

## **Vail**

**Winter Updates:** Vail has replaced the Avanti Express (Chair 2) with a new high-speed six-pack lift similar in capacity and function to the Mountain Top Express Lift (Chair 4).

**Summer Updates:** Vail's Adventure Ridge has installed a canopy zip line, an aerial ropes course and a Forest Flyer. You will also enjoy the new interpretative environmental programs which include educational signage around the mountain and interactive activities.

Check out all the fun in Vail at <a href="http://www.vail.com/events/events-home.aspx">http://www.vail.com/events/events-home.aspx</a>



Continued on Page 9

#### **Vail**

#### February 6-9; CarniVail

Vail gets hit with a spicy taste of New-Orleans-style fun when CarniVail returns to Vail this February. Guests will enjoy Mardi Gras merriment and all the Cajun fixin's from a legendary crawfish boil to the Fat Tuesday Parade and Street Festival. CarniVail is certain to be the ultimate Mardi Gras celebration at 8,150'. With a full lineup of activities including on-mountain crawfish boils, non-stop Cajun Après and After-Dark parties, Fat Tuesday Parade and street festival, fun contests, prizes and giveaways, and much more, CarniVail is one celebration not to be missed.

#### February 29th to March 5th The Burton US Open

The 34th Burton US Open Snowboarding Championships are returning to Vail Mountain, Feb. 29 – March 5, 2016. The world's best will be competing at Golden Peak for the title in Halfpipe and Slopestyle.

The Burton US Open, which first took place in 1982, is the longestrunning snowboarding competition in the world and draws the best riders to compete for a coveted US Open title. Catch Olympic-level slopestyle and halfpipe snowboarding competitions in Golden Peak by day, and enjoy free live concerts from headliner acts and more by night.



#### March 30th -April 2nd Taste of Vail

Taste of Vail is an idea, a platform for promoting the Vail lifestyle via the community's ever-evolving food and beverage assets. This is done through the organization's iconic food and wine event in the spring, along with additional activities throughout the year designed to support and elevate the community.

#### **April 10th Spring Back to Vail**

Springtime in the Rockies welcomes warmer temperatures, stellar skiing conditions, grilling out at various on-mountain decks and, of course, awesome events. *Spring Back to Vail*, the annual spring bash celebrating the close of the winter season, returns to Vail for its thirteenth year. In 2016, SBTV will pack all its power into a one-day, closing day event that is sure to create a positive, long-lasting memorable experience for our guests. Enjoy a jam-packed day of action including the World Pond Skimming Championships, live concert, sponsor Expo Village, an on-mountain luau, après parties, giveaways, and so much more. End the season in style with some serious fun under the sun at *Spring Back to Vail*. Vail Closing Day is always a great event! We celebrate the end of the season with a festive day that includes the World Pond Skimming Championships. Don't miss it!





Be sure to schedule a visit to the new Iron Mountain Hot Springs. There have many pools to choose from including a fresh-water family pool with an elevated whirlpool spa and calming waterfall, along with another eight hot springs pools where you can relax, restore and rejuvenate in the iron-rich thermal waters. All are located alongside the Colorado River in Glenwood Springs with mountain views that soothe the mind and inspire the soul. They also have a "drink shack" and café. Be sure to ask our Concierge agents for directions and more information.

# **Owner's Corner**





#### Its More Than Just a Room!

**COMMIT TO HAPPINESS** with a promise of precious memories one vacation at a time. Regular vacationing is a benefit to your health, your mood and your relationships. Paying for your vacation today ensures that you will take it for years to come. Vacation ownership allows you to invest in your happiness by ensuring you take future vacations, which saves you money in the long run.





The Christie Lodge Vacation and Owner Services Team are at your service to make sure you get the most out of your ownership. It is our pleasure to call owners in advance to confirm arrival dates and assist with any last minute changes or special requests. If you experience any change in plans or need to cancel your reservation, please call **(888)** 325-6343 or email **reservations@christielodge.com** so we can provide you with alternate options or help you reschedule your vacation.



