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MOUNTAINSIDE VACATION OWNERS' NEWSLETTER FALL/WINTER 2013/2014

AMAZING OFFER

During the course of the year the management company acquires a number of leases from the foreclosure process. We are offering Prime Ski (weeks 1 to 11) and Leisure (weeks 44 to 50) one and two bedroom, annual or bi-annual lease for the years remaining on the lease for **\$756.00**, all taxes and transfer fees included. This offer is valid until December 31, 2013 and is on a first come first served basis. These leases won't last long at this price. Email David at info@mountainsidevillas.com or call 250-341-1742.



DEPOSITING FUTURE WEEKS WITH INTERVAL INTERNATIONAL

Effective immediately the management company will no longer deposit weeks with Interval International if maintenance fees are not paid for the year you want to deposit. For example, if an owner wants to deposit a 2015 week with Interval then they will have to pay the 2015 maintenance fee equivalent to the current year. This was caused from too many owners having deposited their week in advance and then not paying their maintenance fees when they are due. Reservations will be happy to deposit future weeks and are able to take payments in advance as a credit to your account for the next year.



MOUNTAINSIDE VILLAS ARE AN



INTERVAL INTERNATIONAL
PREMIER
 MEMBER RESORT



Dear Villa Owner,

Nov. 25, 2013

I am pleased to enclose for your review our 2013/2014 Winter Newsletter, a summary of our projected 2013 operating expenditures and the budget for 2014. We expect to close the year very close to budget. For the most part all of our expenses were in line with our plan.

Our rental business was up in 2012, we believe from more aggressive pricing and marketing plans. We have joined the social media craze with Facebook, Twitter, Trip Advisor and more. Check us out on these sites when you have a minute.

The management company is keeping up the refurbishing and maintenance to the villas as the budget will allow. The maintenance fees will be approximately the same as 2013 even though we are adding \$25.00 per week to the refurbishing contribution in 2014. We are taking the initiative to keep up with the much needed maintenance and refurbishing to the Villas and Recreation Centre without having to ask the owners for a cash call. Any surplus in the refurbishing account will go to our reserves to protect the owners from what has happened to other timeshare resorts. See the opposite page for the budget details. Please review the budget and if you have any comments or concerns please contact your General Manager, David Dupont.

Mountainside Villas has a number of leases available for sale acquired by the foreclosure process available on a first come first served basis. See the front page of this newsletter for a really great deal. Call David if you have any interest in new leases.


The owner survey was completed during 2013. The results of the survey are on page seven of this newsletter. We are very pleased with the survey and it confirms that we are on the right track. The winner of the free week at Mountainside was Raymond Despins. Thanks to everyone who completed the survey.

Fairmont Mountainside Villas continues to be a Premier Resort, Interval International's most prestigious designation. It should be noted that Mountainside has always maintained the highest Interval status since the very beginning.

The Mountainside Team continues to set the bar for hospitality, maintenance and housekeeping at a very high level so this Resort continues to be among the very best in the Interval listing of Resorts. I would like to take this opportunity to express my appreciation for their efforts and a job well done.

Keep your comments coming via e-mail. Many of your suggested ideas have been adopted in our overall plan to continue to make Fairmont Mountainside Villas the most outstanding resort in the Columbia Valley.

With best wishes for the Holiday Season and New Year, I remain,

Yours truly,

Don Seable
President

FAIRMONT VILLA MANAGEMENT STATEMENT OF OPERATING PROJECTIONS

	PRO FORMA		PROJECTED	
	2013	UNIT / WK	2014 Costs	UNIT / WK
SALARIES & CONTRACTS	\$1,463,990	\$247.46	\$1,499,507	\$253.47
REPAIRS & MAINTENANCE	147,400	24.92	140,400	23.73
SUPPLIES	120,000	20.28	120,000	20.28
HYDRO	270,000	45.64	275,000	46.48
PROPANE	55,000	9.30	55,000	9.30
PROPERTY TAXES	65,500	11.07	67,000	11.33
UTILITIES, ROADS & WASTE	117,300	19.83	117,300	19.83
INSURANCE	62,600	10.58	88,000	14.87
BAD DEBT PROVISION	85,000	14.37	100,000	16.90
GENERAL ADMIN. & OFFICE	39,000	6.59	39,000	6.59
AUTOMOTIVE	32,000	5.41	35,000	5.92
LEGAL & AUDIT	18,000	3.04	18,000	3.04
AMORTIZATION	16,900	2.86	12,000	2.03
BANK SERVICE CHARGES	63,000	10.65	63,000	10.65
TELEPHONE & FAX	2,800	0.47	2,800	0.47
POSTAGE	8,000	1.35	9,000	1.52
SOCIAL & RECREATIONAL	-2,000	-0.34	-2,000	-0.34
CABLEVISION	16,000	2.70	16,500	2.79
TRUSTEE FEES	16,000	2.70	16,000	2.70
NEWSLETTER	7,000	1.18	7,000	1.18
FIREWOOD	6,000	1.01	6,000	1.01
MISCELLANEOUS	13,000	2.20	13,059	2.21
DEFICIT RECOVERY	207,200	35.02	92,427	15.62
TOTAL EXPENSES	\$2,829,690	\$478.31	\$2,789,994	\$471.60
MISCELLANEOUS INCOME	196,500	33.22	208,800	35.29
NET OPERATING COST	\$2,633,190	\$445.10	2,581,194	\$436.31 (A)

(A). THIS AVERAGE TRANSLATES AS FOLLOWS

	1 BEDROOM VILLA	2 BEDROOM VILLA
BASIC FEES	\$394.69	\$454.29
REFURBISHING CONTRIBUTION	\$108.00	\$113.00
MANAGEMENT FEES	\$75.41	\$85.09
	\$578.10	\$652.38
5% GST	\$28.90	\$32.62
TOTAL 2014 FEES	\$607.00	\$685.00

			2014				2015			
SEASON	MONTH	WEEK NO.	FRI	SAT	SUN	MON	FRI	SAT	SUN	MON
PRIME	JAN	1	03-10	04-11	05-12	06-13	02-09	03-10	04-11	05-12
SKI	"	2	10-17	11-18	12-19	13-20	09-16	10-17	11-18	12-19
"	"	3	17-24	18-25	19-26	20-27	16-23	17-24	18-25	19-26
"	"	4	24-31	25-01	26-02	27-03	23-30	24-31	25-01	26-02
"	FEB	5	31-07	01-08	02-09	03-10	30-06	31-07	01-08	02-09
"	"	6	07-14	08-15	09-16	10-17	06-13	07-14	08-15	09-16
"	"	7	14-21	15-22	16-23	17-24	13-20	14-21	15-22	16-23
"	"	8	21-28	22-01	23-02	24-03	20-27	21-28	22-01	23-02
"	MAR	9	28-07	01-08	02-09	03-10	27-06	28-07	01-08	02-09
"	"	10	07-14	08-15	09-16	10-17	06-13	07-14	08-15	09-16
"	"	11	14-21	15-22	16-23	17-24	13-20	14-21	15-22	16-23
PRIME	"	12	21-28	22-29	23-30	24-31	20-27	21-28	22-29	23-30
GOLF	"	13	28-04	29-05	30-06	31-07	27-03	28-04	29-05	30-06
"	APR	14	04-11	05-12	06-13	07-14	03-10	04-11	05-12	06-13
"	"	15	11-18	12-19	13-20	14-21	10-17	11-18	12-19	13-20
"	"	16	18-25	19-26	20-27	21-28	17-24	18-25	19-26	20-27
"	"	17	25-02	26-03	27-04	28-05	24-01	25-02	26-03	27-04
"	MAY	18	02-09	03-10	04-11	05-12	01-08	02-09	03-10	04-11
"	"	19	09-16	10-17	11-18	12-19	08-15	09-16	10-17	11-18
"	"	20	16-23	17-24	18-25	19-26	15-22	16-23	17-24	18-25
"	"	21	23-30	24-31	25-01	26-02	22-29	23-30	24-31	25-01
"	"	22	30-06	31-07	01-08	02-09	29-05	30-06	31-07	01-08
"	JUN	23	06-13	07-14	08-15	09-16	05-12	06-13	07-14	08-15
GOLDEN	"	24	13-20	14-21	15-22	16-23	12-19	13-20	14-21	15-22
"	"	25	20-27	21-28	22-29	23-30	19-26	20-27	21-28	22-29
"	"	26	27-04	28-05	29-06	30-07	26-03	27-04	28-05	29-06
"	JUL	27	04-11	05-12	06-13	07-14	03-10	04-11	05-12	06-13
"	"	28	11-18	12-19	13-20	14-21	10-17	11-18	12-19	13-20
"	"	29	18-25	19-26	20-27	21-28	17-24	18-25	19-26	20-27
"	"	30	25-01	26-02	27-03	28-04	24-31	25-01	26-02	27-03
"	AUG	31	01-08	02-09	03-10	04-11	31-07	01-08	02-09	03-10
"	"	32	08-15	09-16	10-17	11-18	07-14	08-15	09-16	10-17
"	"	33	15-22	16-23	17-24	18-25	14-21	15-22	16-23	17-24
"	"	34	22-29	23-30	24-31	25-01	21-28	22-29	23-30	24-31
"	"	35	29-05	30-06	31-07	01-08	28-04	29-05	30-06	31-07
"	SEP	36	05-12	06-13	07-14	08-15	04-11	05-12	06-13	07-14
PRIME	"	37	12-19	13-20	14-21	15-22	11-18	12-19	13-20	14-21
GOLF	"	38	19-26	20-27	21-28	22-29	18-25	19-26	20-27	21-28
"	"	39	26-03	27-04	28-05	29-06	25-02	26-03	27-04	28-05
"	OCT	40	03-10	04-11	05-12	06-13	02-09	03-10	04-11	05-12
"	"	41	10-17	11-18	12-19	13-20	09-16	10-17	11-18	12-19
"	"	42	17-24	18-25	19-26	20-27	16-23	17-24	18-25	19-26
"	"	43	24-31	25-01	26-02	27-03	23-30	24-31	25-01	26-02
LEISURE	NOV	44	31-07	01-08	02-09	03-10	30-06	31-07	01-08	02-09
"	"	45	07-14	08-15	09-16	10-17	06-13	07-14	08-15	09-16
"	"	46	14-21	15-22	16-23	17-24	13-20	14-21	15-22	16-23
"	"	47	21-28	22-29	23-30	24-01	20-27	21-28	22-29	23-30
"	"	48	28-05	29-06	30-07	01-08	27-04	28-05	29-06	30-07
"	DEC	49	05-12	06-13	07-14	08-15	04-11	05-12	06-13	07-14
"	"	50	12-19	13-20	14-21	15-22	11-18	12-19	13-20	14-21
GOLDEN	"	51	19-26	20-27	21-28	22-29	18-25	19-26	20-27	21-28
"	"	52	26-02	27-03	28-04	29-05	25-01	26-02	27-03	28-04

MOUNTAINSIDE VACATION SCHEDULE

Please take the time to verify your vacation week dates. Confirm your reservation at least two weeks in advance of check-in (**855 345-6341**). If you are unsure of when your week is scheduled, or how to read the **Mountainside Vacation Schedule**, do not hesitate to call the Reservation Office for assistance. The department is staffed Monday to Friday between 9am and 5pm MST, closed statutory holidays.

Reservation requests made by the Website www.mountainsidevillas.com (owner request form) or email info@mountainsidevillas.com will be addressed when time is available between dealing with patrons at the counter and phone enquiries. If you call at times outside of regular office hours please understand that the Front Office staff on duty will gladly take a message, but they are unable to confirm any reservation requests.

Owners of **Floating Time** should note the individual season's booking cut-off dates below. After these times, all unreserved weeks in your season of ownership will be available for public rental. Should you call to request a booking after the dates specified below, you risk being unable to book space either for personal use or deposit with a vacation exchange company.

2014 Prime Golf	21 February 2014	2014 Golden	13 May 2014
2014 Leisure	1 October 2014	2014 Prime Ski	02 December 2013

Floating Owner reservations are made on a first come, first served basis, according to space availability. Reservations may be made up to one year in advance on a week number basis, beginning the first weekday of the week in the year preceding the sought after week of arrival based on the Mountainside Vacation Schedule. Thus, the first day one may arrange for a reservation in the coming year will always be either a Friday or Monday, whichever occurs first in the present year's week number.

Starting the first part of 2013 we will be in a position to offer extra points to those owners who have become **Club Interval Gold** members so they can increase their points total for a dream vacation. These will be available from our reservations department at a nominal cost.

As a reminder to those of you that have joined Club Interval Gold, and Mountainside advantage programs, please keep in mind that you still need to book your time as usual in the season you own in, up to one year in advance, in order to get your full point allotment with Interval. You must deposit your week at least 120 days (4 months) in advance of the start date of your booked week. If it is less than this time your points will be reduced considerably.

IT IS IMPORTANT THAT YOU RE-CONFIRM DATE OF ARRIVAL IN ADVANCE OF YOUR VACATION AS EACH YEAR THE CALENDAR CHANGES.

FOR RENT

M4 WEEK 14, TWO BEDROOM, \$700.00. Email [cal_rose @telus.net](mailto:cal_rose@telus.net).

NOTICE FOR COMMUNICATING TO OWNERS

Communication to owner will continue to be posted on our website for owners to view and comment. Rental and reservations confirmations will be e mailed as well. For those owners without an e mail we will continue to mail all correspondence. Invoices and statements will continue to be mailed. This is a huge cost saving to our owners. Please keep us informed of any changes to your e mail address as this is as important as your mailing address. If you are not receiving offers or notices from us and have an e mail address, please contact us to update your profile.

Summer is officially coming to an end for another year here in Fairmont. We have had a beautiful fall and all the fall colors are amazing to see.

As I reflect on the summer I can't help but smile. It was so good to see everyone out enjoying and embracing this beautiful valley! Our summer activities were busy as always with new hikes to explore, scavenger hunts, outdoor games/activities, nature walks, canoeing and kayaking on our vast wetlands, and old favorites like Texas hold'em, golf tournaments, fun crafts and of course the ice cream sundaes (just to mention a few)! I had the wonderful opportunity to work with Kateline again this summer. This was her third summer as part of the Mountainside team. She was a great help and she was able to catch up with people she met last year.

The mudslide in 2012 destroyed the playground that was adjacent to the J complex. We are happy to announce that this playground has been rebuilt and is a wonderful new addition to the complex.

With winter just around the corner it will soon be time to pull out the snow pants and snowshoes. If you are skier or snowboarder we will hope for as great a season as we had last year. If hitting the slopes is not your thing, don't fret, you can be sure there will be tons of fun activities to participate in right here at the Villas! One of my favorite things about this valley is the community spirit. Winter does not dampen this spirit, in fact it heightens it, so be sure to check your Recreation Guide for any exciting community events happening during your stay.

Throughout the summer I met many new smiling faces. I truly am looking forward to seeing you all again, and to those of you I haven't yet met, I can't wait to meet you!

I hope you all find yourselves in happiness and health!

Jan



THE RECREATION CENTRE HOURS ARE 9:00 AM TO 11:00 PM EVERY DAY OF THE YEAR.

ARE THESE HOURS SATISFACTORY TO YOU AND YOUR GUESTS?	YES	NO
	410	14

COMMENTS

FOUR COMMENTS RELATED TO OPENING AT 7:30 AND 10 OPTED FOR 8:00. AS THERE WOULD BE SOME MAJOR RE-SCHEDULING ISSUES FOR THE RECREATION CENTRE WE DECIDED TO KEEP THE CURRENT HOURS.

ARE THE FRONT DESK TEAM PLEASANT AND COURTEOUS DURING YOUR STAY?	YES	NO
	419	5

COMMENTS

THE COMMENTS WERE GUESTS WHO FELT THAT THEIR CHECK-IN EXPERIENCE WAS NOT GOOD.

WERE YOU HAPPY WITH OUR RESERVATIONS SERVICE?	YES	NO
	415	9

COMMENTS

MOST OF COMMENTS RELATED TO NOT BEING ABLE TO GET THROUGH ON BOOKING DAYS.

WAS YOUR UNIT CLEAN AND WELL MAINTAINED UPON YOUR ARRIVAL?	YES	NO
	407	17

COMMENTS

COMMENTS RELATE TO VARIOUS MAINTENANCE AND HOUSEKEEPING ISSUES MOSTLY DURING JULY AND AUGUST.

DID OUR RECREATION TEAM PROVIDE YOU WITH ENOUGH REC. ALTERNATIVES?	YES	NO
	394	30

COMMENTS

SOME GOOD IDEAS WERE EXPRESSED TO DEAL WITH VARIOUS TYPES OF RECREATION ACTIVITIES THAT COULD BE OFFERED. JAN IS WORKING ON DIFFERENT PROGRAMS THAT SHE WILL BE INTRODUCING.

REFURBISHING OF THE UNITS ARE DONE WITHIN OUR BUDGET AND UNITS AVAILABLE EACH YEAR. REFURBISHING INCLUDES VILLA RENOVATIONS, CARPET AND TILE, ELECTRONICS, LINENS, FURNITURE/APPLIANCES, & ROOFING.

IS THE PRESENT METHOD OF REFURBISHING ACCEPTABLE?	YES	NO
	404	20

COMMENTS

FOR THE MOST PART COMMENTS WERE FAVOURABLE. WE WILL CONTINUE TO STAY ON THE CURRENT PATH AND SPEND THE REFURBISHING CONTRIBUTION WISELY.

TV'S ARE REPLACED ON AN AS NEEDED BASIS. NEW TV'S ARE PURCHASED EACH YEAR IN LINE WITH OUR BUDGET.

SHOULD WE CONTINUE WITH THE PRESENT PROGRAM?	YES	NO
	417	17

COMMENTS

WE WILL CONTINUE TO UPGRADE TO FLAT SCREEN TV'S AS OUR BUDGET ALLOWS.

FAIRMONT OFFERS THE MOUNTAINSIDE ADVANTAGE PROGRAM.

DID YOU VISIT THE MOUNTAINSIDE ADVANTAGE OFFICE DURING YOUR STAY?	YES	NO
	52	372

COMMENTS

OWNERS AND GUESTS THAT ATTENDED THE INFORMATION SESSION STATED THAT THE INFORMATION WAS INFORMATIVE AND HELPFUL.



LUXURY LIFESTYLE AT FAIRMONT MOUNTAINSIDE

PURCHASE 52 WEEKS IN PERPETUITY AT FAIRMONT'S PREMIER RESORT AND ENJOY YEAR AROUND LUXURY AND HOSPITALITY. ONE AND TWO BEDROOM UNITS ARE AVAILABLE.

AS AN OWNER YOUR OPTIONS ARE ABOUND. RESIDE YEAR-ROUND AS YOUR PRINCIPLE RESIDENCE, RESIDE PART TIME AND RENT YOUR UNIT THE BALANCE OF WEEKS, TRAVEL WITH INTERVAL INTERNATIONAL, RENT YOUR UNIT FOR INCOME AS AN INVESTMENT PROPERTY.

ALL SERVICES ARE PROVIDED IN ONE MONTHLY FEE, WHICH INCLUDES MAINTENANCE INSIDE AND OUT, HYDRO, CABLE, ROAD MAINTENANCE, USE OF RECREATION CENTRE, HOUSEKEEPING, LAUNDRY, UPGRADES TO FACILITY TO INCLUDE FURNITURE AND APPLIANCES. YOU HAVE NO FURTHER COSTS EXCEPT YOUR FOOD AND PERSONAL BELONGINGS. TERMS AND CONDITIONS OF THE PERPETUAL LEASE APPLY.

TO BOOK YOUR APPOINTMENT TO VIEW UNITS PLEASE CALL GENERAL MANAGER DAVID DUPONT AT 250-341-1742