



5247 Fairmont Creek Rd
Fairmont Hot Springs, BC. V0B 1L1
www.mountainsidevillas.com
E-mail info@mountainsidevillas.com
PH. 250-345-6341
FAX. 250-345-6299

MOUNTAINSIDE

VACATION OWNERS'

NEWSLETTER

FALL/WINTER 2012

We are truly grateful here at the Mountainside Vacation Villas and I, the GM, David Dupont, would like to give a heartfelt thank you, on behalf of myself and my team. We wish to express our appreciation to some wonderful people that were a tremendous help to us on July 15th, the day the mudslide rushed down through Fairmont Hot Springs.

First and foremost, I would like to thank my staff again for their selfless and tireless efforts. They were quick to respond and stayed cool under pressure. I am proud to say that we have a wonderful team that truly comes together at the best and worst of times. The only thing that overcomes hard luck is hard work and they are continuing to do so. Thank you!

We would like to thank Andrew Michaud from the RCMP, who was our hub and the first to arrive on the scene. Your leadership skills and calm professional organization helped keep the chaos at bay. We are so thankful that you were there.

When most of us go on vacation we don't expect to work or be called to duty but when you are as selfless as these two men you never really leave the 'office'. A special thank you to Sean Maxwell, our vacationing RCMP and Ken Bilben, our vacationing fireman, who stayed behind to help other guests evacuate and assist us and our emergency teams with this unexpected disaster, when they could have fled with their families to safety. Your valor will not be forgotten and we thank you very much. We hope to see you again next year.

We live amongst heroes. When two guests were trapped by the slide in our G cluster our local volunteer Fairmont Fire Department were fast and brave to act. They roped themselves so they would not be taken down with the fast moving mud and debris, to safely carry out our two guests. This is just one of the many heroic tasks that they were challenged with that day. Thank you for your bravery and for taking care of our guests at the fire hall that was designated as a safe zone and then for moving them to the Windermere Community Centre when the slide started to make its way down Fairmont Creek road. We are ever thankful for your team.

Thank you to the Windermere Fire Department for reaching out your arms and taking care of our guests. We appreciate everything you did. We would also like to give a big thank you to Keith Andestad, from the Fairmont Fire Department who was the courageous man who was able to shut off our spewing propane tank. Without you many of us may not be here. Thank you for not lighting that match!

To the staff at the Mountainside golf course, we appreciate how you took charge and went above and beyond taking care of our guests with no warning. Thank you for allowing us to use your facility as a safe zone for the other half of our guests, who were trapped from leaving our property via the main road and driving them across the golf course with your golf carts. To the Security at the Fairmont Hot Springs Resort, thank you so much for keeping watch over our resort through the night and making people feel safe. Thank you Fairmont Hot Springs Resort, keep up the great work.

Thank you to all of our owners and guests, for all your understanding, concern and patience. It is much appreciated.

To our community and everyone involved, thank you. Watching everyone come together, I am sure I am not the only one to say, I am proud to call this beautiful place home. Thanks to Smoking Waters and Cindy Levagood for providing muffins, water and treats for the work crew on Monday after the flood.

A natural disaster is something you can never really be prepared for but with grace and perseverance we can overcome anything.

			2013				2014			
SEASON	MONTH	WEEK NO.	FRI	SAT	SUN	MON	FRI	SAT	SUN	MON
PRIME	JAN	1	04-11	05-12	06-13	07-14	03-10	04-11	05-12	06-13
SKI	"	2	11-18	12-19	13-20	14-21	10-17	11-18	12-19	13-20
"	"	3	18-25	19-26	20-27	21-28	17-24	18-25	19-26	20-27
"	"	4	25-01	26-02	27-03	28-04	24-31	25-01	26-02	27-03
"	FEB	5	01-08	02-09	03-10	04-11	31-07	01-08	02-09	03-10
"	"	6	08-15	09-16	10-17	11-18	07-14	08-15	09-16	10-17
"	"	7	15-22	16-23	17-24	18-25	14-21	15-22	16-23	17-24
"	"	8	22-01	23-02	24-03	25-04	21-28	22-01	23-02	24-03
"	MAR	9	01-08	02-09	03-10	04-11	28-07	01-08	02-09	03-10
"	"	10	08-15	09-16	10-17	11-18	07-14	08-15	09-16	10-17
"	"	11	15-22	16-23	17-24	18-25	14-21	15-22	16-23	17-24
PRIME	"	12	22-29	23-30	24-31	25-01	21-28	22-29	23-30	24-31
GOLF	"	13	29-05	30-06	31-07	01-08	28-04	29-05	30-06	31-07
"	APR	14	05-12	06-13	07-14	08-15	04-11	05-12	06-13	07-14
"	"	15	12-19	13-20	14-21	15-22	11-18	12-19	13-20	14-21
"	"	16	19-26	20-27	21-28	22-29	18-25	19-26	20-27	21-28
"	"	17	26-03	27-04	28-05	29-06	25-02	26-03	27-04	28-05
"	MAY	18	03-10	04-11	05-12	06-13	02-09	03-10	04-11	05-12
"	"	19	10-17	11-18	12-19	13-20	09-16	10-17	11-18	12-19
"	"	20	17-24	18-25	19-26	20-27	16-23	17-24	18-25	19-26
"	"	21	24-31	25-01	26-02	27-03	23-30	24-31	25-01	26-02
"	"	22	31-07	01-08	02-09	03-10	30-06	31-07	01-08	02-09
"	JUN	23	07-14	08-15	09-16	10-17	06-13	07-14	08-15	09-16
GOLDEN	"	24	14-21	15-22	16-23	17-24	13-20	14-21	15-22	16-23
"	"	25	21-28	22-29	23-30	24-01	20-27	21-28	22-29	23-30
"	"	26	28-05	29-06	30-07	01-08	27-04	28-05	29-06	30-07
"	JUL	27	05-12	06-13	07-14	08-15	04-11	05-12	06-13	07-14
"	"	28	12-19	13-20	14-21	15-22	11-18	12-19	13-20	14-21
"	"	29	19-26	20-27	21-28	22-29	18-25	19-26	20-27	21-28
"	"	30	26-02	27-03	28-04	29-05	25-01	26-02	27-03	28-04
"	AUG	31	02-09	03-10	04-11	05-12	01-08	02-09	03-10	04-11
"	"	32	09-16	10-17	11-18	12-19	08-15	09-16	10-17	11-18
"	"	33	16-23	17-24	18-25	19-26	15-22	16-23	17-24	18-25
"	"	34	23-30	24-31	25-01	26-02	22-29	23-30	24-31	25-01
"	"	35	30-06	31-07	01-08	02-09	29-05	30-06	31-07	01-08
"	SEP	36	06-13	07-14	08-15	09-16	05-12	06-13	07-14	08-15
PRIME	"	37	13-20	14-21	15-22	16-23	12-19	13-20	14-21	15-22
GOLF	"	38	20-27	21-28	22-29	23-30	19-26	20-27	21-28	22-29
"	"	39	27-04	28-05	29-06	30-07	26-03	27-04	28-05	29-06
"	OCT	40	04-11	05-12	06-13	07-14	03-10	04-11	05-12	06-13
"	"	41	11-18	12-19	13-20	14-21	10-17	11-18	12-19	13-20
"	"	42	18-25	19-26	20-27	21-28	17-24	18-25	19-26	20-27
"	"	43	25-01	26-02	27-03	28-04	24-31	25-01	26-02	27-03
LEISURE	NOV	44	01-08	02-09	03-10	04-11	31-07	01-08	02-09	03-10
"	"	45	08-15	09-16	10-17	11-18	07-14	08-15	09-16	10-17
"	"	46	15-22	16-23	17-24	18-25	14-21	15-22	16-23	17-24
"	"	47	22-29	23-30	24-01	25-02	21-28	22-29	23-30	24-01
"	"	48	29-06	30-07	01-08	02-09	28-05	29-06	30-07	01-08
"	DEC	49	06-13	07-14	08-15	09-16	05-12	06-13	07-14	08-15
"	"	50	13-20	14-21	15-22	16-23	12-19	13-20	14-21	15-22
GOLDEN	"	51	20-27	21-28	22-29	23-30	19-26	20-27	21-28	22-29
"	"	52	27-03	28-04	29-05	30-06	26-02	27-03	28-04	29-05

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 facsimile (250 345-6299) 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.

2013 Prime Golf	22 February 2013	2013 Golden	14 May 2013
2013 Leisure	1 October 2013	2013 Prime Ski	04 December 2012

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 2012 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.



Dear Villa Owner,

Nov. 25, 2012

I am pleased to enclose for your review our 2012/2013 Winter Newsletter, a summary of our projected 2012 operating expenditures and the budget for 2013. We expect to close the year approximately 9.0 percent over budget. For the most part all of our expenses were in line with our plan except for the carry forward loss from last year, water and sewer, bank charges, bad debt provision, and our insurance deductible. 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.

On July 15th a major mudslide came down Fairmont Mountain and did extensive damage to the Resort. This newsletter has editorials and photographs of the event. As a result of the slide many improvements have been made to the Resort.

The management company is keeping up the refurbishing and maintenance to the villas as the budget will allow. The maintenance fees will increase approximately 6.3 percent for 2012, mainly due to the insurance deductible, and the loss carry forward. See the adjoining page for the details. We are not increasing the refurbishing contribution in 2013. 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. Call David if you have any interest in new leases.

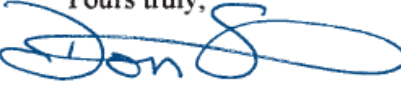
We are planning an owner survey so we can get feedback on what changes you may like at the Resort and to find out from you the owners, how we are doing.

Fairmont Mountainside Villas continues to be a Premier Resort, Interval International's most prestigious designation.

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 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	
	2012		2013 Costs	
	UNIT / WK		UNIT / WK	
SALARIES & CONTRACTS	\$1,395,400	\$235.87	\$1,475,865	\$249.47
REPAIRS & MAINTENANCE	113,500	19.19	108,000	18.26
SUPPLIES	119,000	20.11	119,000	20.11
HYDRO	265,000	44.79	265,000	44.79
PROPANE	65,000	10.99	65,000	10.99
PROPERTY TAXES	64,100	10.84	60,000	10.14
UTILITIES, ROADS & WASTE	116,000	19.61	116,800	19.74
INSURANCE	65,000	10.99	50,000	8.45
BAD DEBT PROVISION	66,000	11.16	25,000	4.23
GENERAL ADMIN. & OFFICE	35,000	5.92	30,000	5.07
AUTOMOTIVE	30,000	5.07	30,000	5.07
LEGAL & AUDIT	25,000	4.23	20,000	3.38
AMORTIZATION	17,400	2.94	19,700	3.33
BANK SERVICE CHARGES	66,500	11.24	66,500	11.24
TELEPHONE & FAX	5,700	0.96	5,400	0.91
POSTAGE	6,000	1.01	6,000	1.01
SOCIAL & RECREATIONAL	-1,500	-0.25	-2,000	-0.34
CABLEVISION	15,400	2.60	15,000	2.54
TRUSTEE FEES	15,500	2.62	16,000	2.70
NEWSLETTER	13,000	2.20	10,000	1.69
FIREWOOD	5,500	0.93	5,500	0.93
MISCELLANEOUS	12,000	2.03	9,081	1.54
DEFICIT RECOVERY	263,900	44.61	227,617	38.47
TOTAL EXPENSES	\$2,778,400	\$469.64	\$2,743,463	\$463.74
MISCELLANEOUS INCOME	191,400	32.35	202,700	34.26
NET OPERATING COST	\$2,587,000	\$437.29	2,540,763	\$429.47

(A). THIS AVERAGE TRANSLATES AS FOLLOWS

	1 BEDROOM VILLA	2 BEDROOM VILLA
BASIC FEES	\$389.05	\$446.94
REFURBISHING CONTRIBUTION	\$83.00	\$88.00
MANAGEMENT FEES	\$70.81	\$80.24
	\$542.86	\$615.18
12% H.S.T.	\$65.14	\$73.82
TOTAL 2013 FEES	\$608.00	\$689.00

FAIRMONT SLIDE JULY 15, 2012

GUEST COMMENTS ON WHAT ACTUALLY HAPPENED THAT DAY

By Gail Block, "Refugee" from G7
Daly City, CA

July 16 – 20, 2012

I was watching a Giants baseball game in my villa around 4:30 pm on July 15th, when I looked out toward the 12th green and saw a gush of brown, debris filled muddy water on the other side of the tee. My first thought was that I didn't remember a creek over there. Then as the water poured across the tee and down to the back entrance of our villas, I realized there hadn't been a creek there! I called 911, I was not their first call. They said to gather a few things and get out. Well I didn't handle that as well as I would have liked. I came away with my driver's license, passport, money and the clothes on my back. It didn't occur to me that it would be 18 hours before I was able to get back in.

Outside the mudslide was rushing across our parking lot. A very nice man from the Mountainside staff ferried me across it in a golf cart. I went to the Rec. Centre, where no one seemed to know exactly what had happened. I think many of them thought as I did, that it would be over before long.

After a half hour of sharing experiences with other guests, I went back outside. A mountie, was standing at the entrance to the G parking lot, where my car was, the only one left. When I asked about moving it, he said I'd better hurry before another surge occurred. As it was, muddy water was gushing across the entire lot carrying rocks and other debris down onto the seventh green. I was pretty afraid but didn't want to be cowardly enough to ask him to do it. So into the water I went. I had to pull a recycling bin away from the passenger side where the water had pushed it and a 6"- 8" diameter pipe out from under the car. I got in, tracking mud onto the floor and seat and then had to figure a way to remove the mud from the key before putting it in the ignition. I found a kleenex, cleaned off the key and put it in the ignition, praying everything would work! It did and I slowly backed out but as I turned to drive out of the lot, the "Mounties surge" came rushing down from the area of the 12th green. Bigger branches and rocks were tumbling across the pavement. I froze, then just went ahead and drove through, dodging debris as I could.

After parking my car near the Rec. Centre, I joined the others milling around in the area between the H villas and the Rec. Centre. At this point, I bumped into an acquaintance from years ago who was here for a golf week with his two sons. We chatted a bit and then the evacuation order was given. We were to go to the fire house but it had to be on foot as the roads were impassable. The evacuation was necessary not only because of the mud slide but because one of the propane tanks was leaking.

We all waited at the firehouse watching the muddy water turn the street into a fast flowing creek. Eventually a big yellow school bus took us to the community centre in Windermere. My three companions and I spent the night at the Best Western in Invermere, taken there by taxi. When we arrived the driver would take no money!

We came back on Monday, not knowing what to expect. The creek had two branches flowing across the G parking lot and down across what had been the 7th green, (now under a foot or more of rocks, dirt and other debris). The errant propane tank was trapped amongst three or four tree trunks. The pond/lake on the 12th hole was filled with boulders and other debris.

My friends invited me to share their H4 villa as no one was being allowed back in the G villas. Later that morning a Mountainside employee took me across the 7th green in a golf cart so I could get my things. It took two trips to take it all back to H4. Later that day, unbeknownst to me, they went back and packed up all my food and stored it in a refrigerator in the maintenance building.

Thursday I took an extended walk and realized how lucky I was. The R8 villa had mud enter the building and the D and E villas were blocked off by debris. The 16th fairway is invisible. It looks like a football field covered by several layers of boulders.

I could go on ... but what I'd like to communicate is that no matter how bad or different things might look when you arrive, they were unbelievably worse on July 16th. Also, I have been so impressed by the Fairmont employees and their helpfulness. I had left a Tide laundry stick in G7 and rather than let me attempt to cross the parking lot, the driver of a "mini earth mover" said he remembered it, zoomed over to my villa and brought it back to me! They're industrious, from Monday through today, Thursday, they're busy putting things back in order from 8:00 am till ?, as I am sure they'll continue to be, at least for weeks to come and their cheerful, positive attitudes. I can't compliment/commend them enough.



AIR PHOTO



D AND E PARKING LOT



EAST SIDE OF E4



PARKING LOT IN FRONT OF S BLOCK



CLEAN UP CREW



G BLOCK NEW DECKS

EXCHANGE

Available to exchange through Interval International 2 weeks in a two bedroom. Good for travel until June 2014. Call Marg at 403 270-0119.

TO RENT

Two bedroom December 21-28, H1. Call 250 428-8623



On August 5th Mountainside Villas hosted the 60th Anniversary Party for Dorthea and Walter Schultz from Winnipeg. Dorthea and Walter had all their family in attendance. Smoking Water Coffee Co. provided the catering for the event.

If you have a special event that you would like us to host please send us an e mail at info@mountainsidevillas.com for more information.

TO TRADE PERMANENTLY

To trade a week at the Grand Canadian Resort Vacation Club in Canmore, AB. Platinum season weeks 17-40 for a Prime Golf week at Mountainside. If interested e mail jim_pat@shaw.ca for the trade.

TO TRADE

Week 34, two bedroom, K4 August 26th to September 2nd, For week 31 two bedroom August 5th - 12th. Call Margret 250 427-3201.

CHECK-IN AND CHECK OUT TIMES

A reminder for our guests. Check-in time at the Villas is 4:00 PM, not before. If you do arrive before 4:00 and your Villa has been cleaned you will be allowed access, but if the Villa has not been cleaned then the access time will be 4:00. Check out time is 10:00 or before so we can keep our cleaning on schedule.



BANK CHARGES

Over the past number of years the bank charges, especially Visa and Master Card have increased beyond control. The advent of high limit and corporate cards cost the merchant more, and in our case to pay your maintenance fees with credit card costs about \$12.00. Visa have announced an increase in the fees and you can be sure it will be followed by MasterCard.

With this in mind we ask that when possible the you use direct banking. We are set up to take payments through the RBC, BMO, Scotia, TD, and CIBC.

For our out of Canada owners we will take PayPal, on our website www.mountainsidevillas.com

You still can make your payment with a cheque if you so wish.

We thank you for your cooperation in this regard.