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MOUNTAINSIDE VACATION VILLA OWNERS' NEWSLETTER

Spring/Summer 2024



MOUNTAINSIDE VILLAS ARE AN



INTERVAL INTERNATIONAL

PREMIER

MEMBER RESORT



Reservations

The Reservations team are in the office Monday to Friday from 9:00am—5:00pm MST.

We would like to welcome Angie to our reservations team who will be in the office on Monday, Thursday and Friday.

On a booking day Reservation requests can be made from 9.00am
by calling 1-855-345-6341
or
emailing Dianna at resweb@msvillas.com or Angie at resone@msvillas.com

THE BOOKING DAY FOR YOUR 2025 TIME IS FRIDAY.

If this falls on a statutory holiday Reservations will be closed. The booking day will be the next business day. i.e. If Friday is a stat holiday, booking day will be the following Monday.

You can now meet our reservations team in person if you would like to make your bookings at the Front Desk or have any queries, with the exception of Booking Days.

If it is a booking day they will be available after 12.00pm to deal with in-person bookings.

If you call outside of these days/hours, the Front Desk office staff can transfer your call to the reservation desk voicemail, but they will not be able to make your booking. We ask that you view the **“When to Call and Book”** chart to ensure you are calling on the correct day for the corresponding week you are booking for. This can also be found on our website mountainsidevillas.com under the “Owner’s” tab. Should you need assistance with this, please do not hesitate to contact Dianna or Angie and they will be more than happy to explain the chart.

FIXED OWNERSHIP bookings are automatically done, but owners **need to call** at least 2 weeks prior to check-in to confirm the arrival/departure dates due to calendar changes.

FLOATING OWNERSHIP bookings are made on a first come, first serve basis according to space availability. Bookings can 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 anyone 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.



WHAT DAY TO CALL IN 2024 TO BOOK 2025?

CHECK IN/OUT DAYS FOR 2025

FRIDAY	WK #	FRI	SAT	SUN	MON	
JAN 5	1	03-10	04-11	05-12	06-13	
JAN 12	2	10-17	11-18	12-19	13-20	
JAN 19	3	17-24	18-25	19-26	20-27	
JAN 26	4	24-31	25-01	26-02	27-03	
FEB 2	5	31-07	01-08	02-09	03-10	
FEB 9	6	07-14	08-15	09-16	10-17	
FEB 16	7	14-21	15-22	16-23	17-24	FAMILY DAY
FEB 23	8	21-28	22-01	23-02	24-03	
MAR 1	9	28-07	01-08	02-09	03-10	
MAR 8	10	07-14	08-15	09-16	10-17	
MAR 15	11	14-21	15-22	16-23	17-24	
MAR 22	12	21-28	22-29	23-30	24-31	
MAR 29	13	28-04	29-05	30-06	31-07	
APR 5	14	04-11	05-12	06-13	07-14	
APR 12	15	11-18	12-19	13-20	14-21	
APR 19	16	18-25	19-26	20-27	21-28	GOOD FRIDAY
APR 26	17	25-02	26-03	27-04	28-05	
MAY 3	18	02-09	03-10	04-11	05-12	
MAY 10	19	09-16	10-17	11-18	12-19	
MAY 17	20	16-23	17-24	18-25	19-26	VICTORIA DAY
MAY 24	21	23-30	24-31	25-01	26-02	
MAY 31	22	30-06	31-07	01-08	02-09	
JUN 7	23	06-13	07-14	08-15	09-16	
JUN 14	24	13-20	14-21	15-22	16-23	
JUN 21	25	20-27	21-28	22-29	23-30	
JUN 28	26	27-04	28-05	29-06	30-07	
JUL 5	27	04-11	05-12	06-13	07-14	
JUL 12	28	11-18	12-19	13-20	14-21	
JUL 19	29	18-25	19-26	20-27	21-28	
JUL 26	30	25-01	26-02	27-03	28-04	
AUG 2	31	01-08	02-09	03-10	04-11	BC DAY
AUG 9	32	08-15	09-16	10-17	11-18	
AUG 16	33	15-22	16-23	17-24	18-25	
AUG 23	34	22-29	23-30	24-31	25-01	
AUG 30	35	29-05	30-06	31-07	01-08	LABOUR DAY
SEP 6	36	05-12	06-13	07-14	08-15	
SEP 13	37	12-19	13-20	14-21	15-22	
SEP 20	38	19-26	20-27	21-28	22-29	
SEP 27	39	26-03	27-04	28-05	29-06	
OCT 4	40	03-10	04-11	05-12	06-13	
OCT 11	41	10-17	11-18	12-19	13-20	THANKSGIVING (CAN)
OCT 18	42	17-24	18-25	19-26	20-27	
OCT 25	43	24-31	25-01	26-02	27-03	
NOV 1	44	31-07	01-08	02-09	03-10	
NOV 8	45	07-14	08-15	09-16	10-17	
NOV 15	46	14-21	15-22	16-23	17-24	
NOV 22	47	21-28	22-29	23-30	24-01	
NOV 29	48	28-05	29-06	30-07	01-08	
DEC 6	49	05-12	06-13	07-14	08-15	
DEC 13	50	12-19	13-20	14-21	15-22	
DEC 20	51	19-26	20-27	21-28	22-29	
DEC 27	52	26-02	27-03	28-04	29-05	



Depositing Weeks

If you would like to deposit your time with an external exchange company, you will need to reserve your week at your home resort (Mountainside Villas) up to one year in advance in order to trade a week here for a week elsewhere.

You must deposit the weeks up to 4 months in advance to receive full points with CIG and at least 2 months in advance for regular week deposits to ensure a regular deposit.

****Maintenance fees must be paid for week(s) depositing****

Check-in & Check-out Times

- Check-in time is any time after 4:00pm on your arrival date
- Check-out time is any time prior to 10:00am of your departure date
- Early check-ins or late check-outs are **not** permitted.

Villas can only be released after they have been checked and approved by the Housekeeping Manager. We ask that you refrain from going over to the villa until it has been released for occupancy.

Multi-week Stays

If you are staying for multiple weeks and would like a second clean please let the Front Desk staff know at check-in what time you would like the clean.

The second clean will take place on the day that you checked-in i.e. if you check-in on Friday the clean will be the following Friday. The Housekeeping team will do their best to schedule the clean for the time requested.

NOTICE FOR COMMUNICATING TO OWNERS

- Communication to our owners will continue to be posted on our website;
- Rental and reservation confirmations will be emailed;
- Invoices in January will continue to be mailed;
- Quarterly statements will be emailed.

FOR THESE REASONS, IT IS EXTREMELY IMPORTANT TO KEEP US INFORMED OF ANY CHANGES TO YOUR EMAIL AND MAILING ADDRESS.

YOU CAN PHONE THE OFFICE ON 1-855-345-6341

OR

EMAIL WENDYE@MSVILLAS.COM



We are issuing a friendly reminder to all owners and guests, that Mountainside Vacation Villas has always been a **NO PETS** property. There are kennels in our area and you may contact them in advance to set up that service. Information can be found on our website under the “services” tab.

As per the BC Government Guide Dog and Service Dog Certification program, only Guide and Service Dogs that are specially trained by an accredited training school, and government certified, are permitted. British Columbia’s Guide and Service Dog Certification programs states:

“Therapy and emotional support animals, including dogs, are not eligible for certification.”

A link to our complete **PET POLICY** can be found on our website.

If a Guide or Service Dog will be arriving with you, documentation is required **3 WEEKS PRIOR** to your arrival by email to Kathy Grieve, General Manager — generalmgr@msvillas.com.



Villa Availability For Ownership Bookings

As leases expire at Mountainside Villas, the expired leases go back to Fairmont Hot Springs Resort, the developer. Fairmont Hot Springs Resort own a number of leases which they are booking for staff accommodation. They also own many individual weekly leases which means certain villas for certain dates are not available to Timeshare owners, and these can only be rented via Fairmont Hot Springs Resort.

The table below shows the Villas that are not available for booking at anytime during the year.

Villas not available in 2025

J2
R4, 5, 6 & 7
S1 & 3
T1, 2, 5 & 6
W1
X1, 2, 3, 4, 5 & 6
Z4



CONTACT EMAIL ADDRESSES

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KATHY GRIEVE	General Manager	generalmgr@msvillas.com
ELIZABETH YOUNG	Accounting	accountant@msvillas.com
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LESLIE WALL	Transfer Officer	transfers@msvillas.com
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