

FALL 2009

## General Manager's Notes

Whew! What a first summer! I enjoyed meeting many of you for the first time and hope to meet many more of our owners and guests in the coming years. The weather never quite heated up to my liking but the fun never stopped. This was the first year of the Tuesday night BBQ, and I must say, it was an overwhelming success! The staff had as much fun as the guests, and next year promises to be even better.

The outdoor pool at Surfside had a permit issue that was out of our control, but, InnSeason management worked diligently to make sure the pool was open before the July 4 holiday. There will be extensive work done to the pool in the off-season to ensure many more years of happy memories are enjoyed by our guests.

The tennis court at Surfside will be given a makeover as well; the court will be resurfaced and made to look like new. We have also discussed adding a horseshoe pit toward the back of the resort, and adding to our already extensive children's activity schedule.



*Captain's Quarters famous Pool and Ocean view*

Captain's Quarters septic system failed and needed to be replaced immediately. Thank you to the many owners and guests who were patient with any inconvenience suffered. This was certainly something that was unexpected, but was dealt with quickly and professionally by the company that was contracted to do the work for us.

Speaking with the owners and guests, I received great feedback in regard to the new door locks, landscaping and other improvements that were made over the winter. It is only with your suggestions and comments that we can really get a vision of what our owners want. So please keep them coming!

*(continued on page 2)*

## Meet Michael MacDonald

**InnSeason Resorts Surfside and InnSeason Resorts Captain's Quarters are pleased to welcome their new General Manager: Michael MacDonald.**

**Michael actually grew up on the Cape...right down the street from InnSeason Resorts and graduated from Falmouth High School. He worked at the front desk of Captain's, when it was the Park Beach Hotel, never dreaming he would return as an adult.**



**Like a lot of young Cape Codders, Michael left for school, and he went to Arizona State and studied Journalism, dreaming of a career as a sports columnist or College Basketball Coach. (If you notice new Basketball Hoops at Surfside, you'll know who pushed for those!). But he missed the ocean and his family and came back to the Cape where he met his wife. Together, they headed back to Arizona where he started in the hospitality industry.**

**He worked as the Assistant General Manager of the Hilton Biltmore there and really got a foundation in resort management. He returned to the Cape, and worked as a General Manager for the Courtyard by Marriott. He loved the job; he loved Marriott...but not the drive.**

**With a 3 year old son, Ryan, Michael wanted to work closer to home. When InnSeason Resorts called, he really just**

*(continued on page 2)*

**CAPTAIN'S QUARTERS AT SURFSIDE  
RESORT CONDOMINIUM OWNERS  
ASSOCIATION ANNUAL OWNERS'  
MEETING**

**Saturday, October 31, 2008**

**1:00 PM – 3:00 PM**

**Christ the King Church Parish Hall  
Mashpee, Massachusetts**

**AGENDA**

- I. Call to Order**
- II. Welcome and Introductions**
- III. Approval of 2008 Annual Meeting Minutes**
- IV. Reports**
- V. Election**
- VI. 2010 Budget**
- VII. Open Discussion – Questions & Answers**
- VIII. Adjournment**

**MEET MICHAEL MCDONALD**

*(continued from page 1)*

went to listen, but he liked what he heard. He saw a chance to help a small company grow and implement some of the corporate standards and procedures he had learned over the years.

And Michael is enjoying himself. He loves being close to home. And he loves the family feel of InnSeason Resorts and the wonderful staff at his properties. "They work hard, and truly care about the guest experience."

His first summer came with challenges: pool closings, septic issues, rotten weather. But he survived and has learned a lot from his staff and from his guests. He watches people enjoy themselves and their families every day. "The guests here are different. The Marriott was corporate. Everyone was stressed and in a rush. Here they are having fun...and it rubs off".

Most of all he wants to stay personally involved; meeting guests, listening to their comments, finding a balance between professional management and the wonderfully familiar feel of Cape Cod.

# Captain's Quarters Update

**By Steve Furrer, COO**

Cape Codders will remember the summer of '09 for its June rains, and here at Captain's Quarters we will remember it as the summer that the septic system failed at the end of May, just as we were getting ready for the summer rush.

The excavation was enormous, requiring the removal of 99% of the main parking lot. However, with the help of the Town of Falmouth, Bortolotti Construction, a friendly neighbor who rented his parking lot and your dedicated staff, the old system was removed and new one installed in just two weeks. Thanks to Mother Nature providing almost two weeks worth of rain, the guest impact was actually reduced. As the timing of this project was unavoidable and the resort remained open, we sincerely thank all the owners in residence who had to deal with the inconveniences this project brought.

---

***We will remember it as the summer that the  
Septic system failed at the end of May, just as  
we were getting ready for the summer rush.***

---

All was basically back to normal and we were ready to roll on the July 4 weekend. Minor touch-ups remain; the top coat of pavement will be done in October, followed by the final parking lines and numbers. In total, the project cost almost \$130,000. We are pleased to report that the resort has the funds to cover this without any additional assessments being required.

Typically, a system the size of Captain's has a life span of 10-12 years in ideal conditions. Since it failed after only 9 years, the engineers believe three primary factors contributed to the shortened life span. 1. Cooking fats and grease down the sinks. 2. Constant use of chemicals/bleach in cleaning, particularly the thorough cleaning of the hot tubs. 3. Suntan creams and lotions washing off in the shower. Maintenance and Housekeeping are working to help reduce the wear on the new system by installing grease traps in the kitchen sinks and by switching to green cleaning supplies. Since the number one reason the system failed was the coagulation of fatty-like substances, most likely grease/fats from cooking, we would like to ask for your help, by being careful of what you pour down the sinks during your visit.

---

## General Manager's Notes

---

*(continued from page 1)*

Lastly, I would like to thank our staff at both properties. They are a wonderful group of individuals all with a common goal; 100% satisfaction. They really know and CARE about our owners and want to make sure you enjoy every minute of your vacation experience that you work so hard all year to enjoy. We know you have many options with your ownership, and are thrilled that many of you have chosen to use your week and share your special time with us.

Thank you once again  
**Michael MacDonald**



*The June Septic System Replacement*



*Initial Coating of Parking Lot*



*Coffee is served*



*New Computer Kiosk in Lobby*

## BOOK AN OWNER UPDATE

Have you had your 2009-'10 Owner Update yet? There are new options and choices available with Interval International and InnSeason Resorts. We want to make sure you are taking full advantage of your ownership. Please call 1-866-8Season to get that set up. We'll make it convenient for you by providing you complimentary one night stay (based on availability) or a \$40 restaurant certificate when you come for your Owner Update.

(Please note: everyone on the owner contract must be present at the Owner Update)

## SELLING YOUR TIMESHARE

InnSeason Resorts is pleased to partner with Sell My Timeshare Now to provide you with a solution for selling or renting your timeshare.

Sell My Timeshare Now offers huge exposure for both resale and rental, and forwards on average over \$1 million per day in offers to its advertisers. 2008 saw over \$60 million in offers, with over 25 million visitors to their website.

Your advertising options are:

### BY OWNER

- All leads forwarded directly to you
- Negotiate your sale or rental price directly
- Discounted advertising rates

### BROKERAGE DIVISION

- Licensed agents pre-qualify potential buyers and renters
- Agents handle all paperwork on your behalf
- Commission paid at closing

Call 1-866-326-6820 for a dedicated specialist to answer your questions about selling timeshare!



## CAPTAIN'S QUARTERS REFERENCE LIST

InnSeason Resorts Corporate Offices: .....508-957-1800

### Captain's Quarters Ownership

Mortgage Information .....888-491-5748

Maintenance Fees: Alicia Beco .....888-333-6757  
abeco@innseason.com

Owner Services.....866-873-2766  
ownerservices@innseason.com

InnSeason Vacation Network .....800-582-6100  
IVN@innseason.com

### Captain's Quarters Operations

Business Office: Mon-Sat 9 a.m.-4 p.m.....508-548-1010

Fax: .....508-548-3209

General Manager: Michael MacDonald .....508-548-1010

Email: .....info@innseason.com

Interval International InnSeason Desk: .....800-828-8200  
www.intervalworld.com

## InnSeason Resorts Captain's Quarters

212 Mid Tech Drive

West Yarmouth, MA 02673

**ANNUAL MEETING: OCT. 31, Mashpee  
Election Ballot Enclosed.**

## Owner Reminders

---

### NEW BILL PAYMENT

Monthly payment plans will be available for your 2011 maintenance fees in January.

Just think \$50 per month rather than a bill for \$500 at the end of the year! Go to the owner's area of <http://www.innseason.com> or call 888-333-6757.

### SAVE 25% ON YOUR VACATIONS

As an InnSeason Resorts owner, you can save 25% off of rack rate at any InnSeason Resort (subject to availability). Take a trip to Jackman, Maine. Explore the real "north country". Or head up to Loon for some great skiing. Mid-week, January the rates are great and there are no crowds!

### MAKE SURE WE HAVE YOUR CURRENT EMAIL

Sign up as an owner. Go to <http://www.innseason.com> and click the login button in the upper right hand corner. Get email news. Pay your bills. Keep track of your ownership. Today, more than ever communication is electronic, so make sure we have your current email.