

SPRING 2008

Colton's Mom Says "Hello"

Hello from Sunny Balmy Ogunquit, Maine. It is about 40 degrees and the snow is so high that Norm is thinking of using the water to fill the pool this year!

I have some great news in my life. I was blessed with a baby boy on January 3rd. My son, Colton Robert, was born at 3:58 pm by C-Section. He was 8 pounds, 12 oz. and 20 inches long. Colton was a week early and hit the ground running. He is amazing. His mother, on the other hand, is begging for sleep! I will be posting pictures and juicy tidbits on our new blog, so keep posted.

Norm and his Maintenance team have been working hard to do some work in the pool areas. We installed an entire dehumidification system and boiler system. This is going to have a dramatic difference on the air temperature and quality. I know you will see the difference immediately.

Dacia and her team have made some improvements to the units that will make you very happy. We added a second phone to the kitchen and installed safety grab bars in the jacuzzis.

Carlyn and Keith are putting together a new blog area on our website to keep you up on all the local gossip. This is a must read as you know how funny Keith is!!!

I will be back at the end of March to see all of you this year. Make sure you free up some babysitting hours... this woman needs an afternoon nap!

Can't wait to see you all!

Heather Ault-Durant, General Manager



Colton and mom Heather



Colton cheering on the Pats



The Falls at Ogunquit Customer Service Scores

Area Reviewed	2006	2007
Vacation Experience	88	89
Check-in	96	97
Cleanliness of Unit	94	96
Overall Staff Efficiency	94	95
Friendly Service	95	96
Front Desk	96	97
Housekeeping	96	96
Pool	87	89

Bravo to the entire team at The Falls at Ogunquit and thank you to all our guests for taking the time to fill in our surveys. These scores are tabulated from surveys from Owners, Exchanges and Renters over the course of the year. The Falls has consistently scored a B+ and continues to improve yearly. The 100% Room Inspection, Common Area Inspection and Customer Service Training are paying off.

Now it is our turn. By this summer a new survey will be inaugurated with an online counterpart, ensuring that we hear from all of you.

GOING GREEN

As most of you are aware, energy costs are ever increasing. Further more, being "Green" is not just about a Hollywood celebrity that decides to drive a Toyota Prius instead of an AGM Hummer but it is about all of us staying diligent about how to conserve.

InnSeason Management and your resort teams have been working to find ways to reduce carbon emission. Each resort is working on multiple initiatives to help achieve this. Initiatives like:



- **Recycling (limited in some locations by the town)**
- **Water conservation through the "Hang Your Towel" program**
- **Energy conserving light bulbs replace burned out traditional light bulbs**
- **Room inspection programs that help insure HVAC systems are set to minimum consistent temperature and that lights are off.**
- **Vending/ice machines that are on a system that cycles them on for 15 minutes and off for 15 minutes. Additionally, the system is tied to a motion detector that keeps them running if there are lots of people around.**
- **Water saving shower heads**
- **When large facility items fail like boilers, water heaters and even refrigerators they are replaced with more efficient Energy Star rated units.**

We are constantly looking for ways to be more "Green". Initiatives vary by resort and are being implemented at a pace that makes economic sense. We ask for your support when visiting the resorts by participating as much as possible.

Resort Operation Update

by Steve Furrer, VP Operations, InnSeason Resorts

InnSeason Resorts The Falls at Ogunquit is enjoying the benefits of planning and consistency. Occupancy for the past year has been high but resort maintenance and improvements have been ongoing resulting in high scores in customer satisfaction. (see sidebar on front page).

Norm and his team have done a great job with ever increasing emphasis on preventative maintenance. We are thrilled to have added a part time painter to the crew who has been chalking and painting as needed and will continue to do so year round. This will keep all units looking great on an ongoing basis.

The new HVAC that was installed in the Pool area has made an incredible difference. Because the air is dramatically less humid we have actually been able to keep the pool area looking fresh by repairing, painting and renovating the tile in the locker rooms. Additionally, between April 1st and May 15th we will replace the old slider/windows in the pool area.

And each unit has received new kitchen utensils, pots and pans.

Many of you have commented on the landscaping and how it enhances the property. Since the work is done by our own employees we not only enjoy cost savings but get to bask in the compliments as well, so keep those positive comments coming.

I want to commend the staff at The Falls for their dedication and hard work and for maintaining a strong team and consistent communications even while Heather was home with her feet up eating bon bons!

Save up to 50% at Ticketmaster



We're pleased to announce a new alliance between InnSeason Resorts and Ticketmaster which will provide our owners with the ability to purchase discounted tickets from Ticketmaster through our website at www.innseason.com. The discounts vary by show and venue but Ticketmaster has promised to offer us great rates.

Floating Weeks are going, going...

The 2008 Floating Reservation period is approximately 50% over. Have you made your reservation? If not, please be sure to do so soon. There is still space available in the later part of the year but those will go soon. If you've paid your annual fees and wish to exchange your week with Interval, please call us at 800.582.6100 and we'll be happy to help arrange your vacation.



Visit the Owner's Inn

It's all new and just for InnSeason owners. A secure website that provides you with real time access to your InnSeason accounts. Once you login (see note below) you will be able to:

- Update your Owner Information including your email address
- Review your balances and make payments
- Track usage (accrual) and points balance
- Review your reservations and plan your vacations
- Receive special offers and emails



Club Owners will be able to use our new "Fun-o-meter" (Points Calculator) to help plan getaways, and all owners will receive timely notices about what is happening at all the InnSeason Resorts, and information on special offers. To login you will need your InnSeason Contract # or Primary phone number on your account and the last 4 digits of the owner's Social Security number. It is really easy and well worth the minute it takes to login.

Should you need assistance call 888-333-1535 and an Owner Service's representative will help you. **www.InnSeason.com / Owner's Services: 888-333-1535**

2007 Annual Meeting Notes

The 2007 Annual Meeting of the Falls at Ogunquit Owners Association was held on August 6th at the Judson Dunaway Center in Ogunquit. In attendance were the Board of Directors, Resort Staff and the 20 owners that attend each year.

The meeting is held in early August, as dictated by the Condo Association Documents, and may be difficult for some to attend but we encourage everyone who can to attend. We serve refreshments, elect Board members, approve the annual budget and provide a full year's worth of information to everyone present. It's your one chance each year to speak directly to the Board and Management at the same time. Each opinion is important.

Some of the ideas from the meeting that have been enacted are; larger air conditioner installation in the units, increased activities at the resort, internet access, pathways to neighboring businesses, resale discussions and many more. Below is an excerpt from the question and answers at the meeting.

Is there a resale program? While we do not have an onsite resale program we are testing several online channels. Those include www.redweek.com; www.timesharingtoday.com and www.timeshareonly.com. We are also testing an owner developed website that if successful we would offer to Falls owners when complete.

The bedroom lamps do not have control switches, can that be changed? The lamps are currently wired to the wall switch at the door. We will review the return of the switches to the lamps.

Is the Vacation Club taking over our resort? No, the Vacation Club owns a number of weeks, approximately 150, and pays the fees on those weeks just like owners. In fact the Club actually saves the resort money as they receive just one bill instead of 150 individual bills saving the resort money for the postage and billing supplies.

Internet Access

by Steve Furrer, VP Operations,
InnSeason Resorts

Guests frequently ask why we do not offer free wireless internet at our resorts, since it is so common in the travel industry, and I felt it was time to explain.

About two years ago InnSeason Resorts installed internet access via a service called Telkonet; a wired internet option that allows access from any power receptacle by using a small black box. (At the time, wireless options were not as common and consumers did not travel with laptops and few had wireless cards.) We invested a few thousand dollars into the infrastructure for Telkonet and have a five year lease on the small black boxes that you have probably rented.



Additionally, to install a wireless network robust enough for our commercial environment would require a reasonable additional investment. So, it makes fiscal sense to pay for what we currently have then upgrade when the obligation is gone. In the interim we will offer free wireless in the lobby area of the resort (by July) and offer the free use of a computer to access the web or email.

I hope this clears up the mystery of why we do not offer free internet and what to look forward to for the future.

THE FALLS AT OGUNQUIT REFERENCE LIST

InnSeason Resorts Corporate Offices:508-957-1800

Falls at Ogunquit Ownership

Mortgage Information: Judy Beaulieu800-426-2184
jbeaulieu@innseason.com

Maintenance Fees: Alicia Beco888-333-6757
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Owner Services:.....866-873-2766
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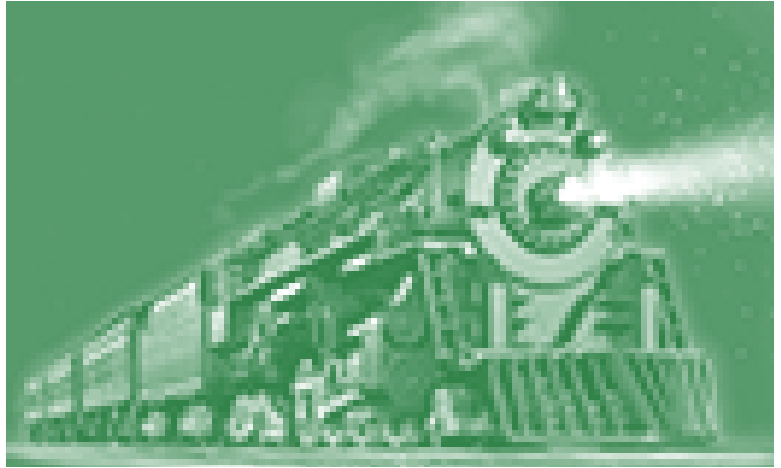
General Manager: Heather Ault800-417-7220

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Polar Express Train

Believe it or not it's time to think about your Christmas activities! As many of you know, InnSeason Resorts is the major sponsor of the Polar Express Train in Lincoln, NH. The event is a fundraiser for the Believe in Books Literacy Foundation. All money raised helps to fund children literacy programs throughout the state of New Hampshire. This year the event is offering a private car for groups of 64 people. This is a great way to get a very large family together for the event, or a group from the office, or a class, etc. It's not inexpensive but it is a sure fire way to get tickets that some people wait years to receive. For more information go to www.polarexpress.org.



THE FALLS AT OGUNQUIT

The Northeast Experience™

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