

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.



The 200 Building with Ocean Views

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!

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

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

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**SURFSIDE RESORT CONDOMINIUM
TRUST ANNUAL OWNERS' MEETING**

SATURDAY, OCTOBER 31, 2008

10:00 A.M. – 12:00 P.M.

**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

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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.

Surfside Update

By Steve Furrer, COO

Summer without an outdoor pool?

As the summer season dwindles and Surfside prepares for winter, we count our blessings to have made it through a tough season. Having many years under our belt, we usually cruise into the summer like clockwork, but not this year.

Last year, a Federal Law (The Virginia Graeme Baker Pool Safety Act) was put in place to improve pool safety. The act basically required all pool main drains to have safety cutoffs. The devices were not that costly and generally easy to install. However, this law opened up a series of debates about older pools that do not have a main drain. Believe it or not, Surfside's outdoor pool was actually built in 1962. Although the pool has had updates over the years, the basic structure remains with no main drain.

After numerous meetings at the town and state level we reached an agreement to replace the pool before the next summer season starts.

Earlier this year, the State of Massachusetts mandated that all older pools be updated to have main drains. This basically requires redoing the pool as the drains are in the deep end. As a result, the Town of Falmouth refused to permit 12 pools including Surfside's outdoor pool. Note, that currently about 70% of pools nationwide still have not upgraded.

For over six weeks, we worked with the Town and State to try to reach a resolution. The clock ticked on as we approached the Fourth of July, with the outdoor pool still closed. Fearing the pool would not open for the summer, we desperately tried to reach a compromise because replacing the pool would take about 8 weeks even if the weather cooperated. And it would involve a major disruption to the resort during peak season, not to mention a cost of about \$38,000. After numerous meetings at the Town and State level, we reached an agreement to replace the pool before the next summer season starts. On the Friday of Fourth of July weekend, we finally received the town permit to open the pool.

We are currently looking at October or early April to do the work on the pool. Once a date is set, we will try to give owners staying during this period plenty of notice.

Catastrophe avoided.

In September, unit 513 caught fire. Thankfully, no one was injured and the damage was contained to just that unit. I can't say enough about how well our team and the local fire department handled this incident. Things could have turned out differently if not for the quick and level headed action taken by all.

A result of the fire, unit 513 will be off-line for about 6 weeks while it undergoes a complete rebuild. We are going to be taking advantage of this situation by redecorating the unit with a beach theme, in response to many of your comments. You'll be able to see the "new look" of Surfside, so make sure you stop by on your next visit. As always, we welcome your feedback. Look online in the "Owners Area" during November to see updates and photos of the work. Over the course of the next year, we will gather feedback. Then take that feedback and use it in future unit redecorating.

Our beautiful new landscaping improves all views.



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 1-866-873-2766 to book an appointment. We'll make it convenient for you by providing you with a 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!



SURFSIDE REFERENCE LIST

InnSeason Resorts Corporate Offices:508-957-1800

Surfside Ownership

Mortgage Information888-491-5748

Maintenance Fees: Alicia Beco888-333-6757
abeco@innseason.com

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

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

Surfside Operations

Business Office: Mon-Sat 7 a.m.- 11 p.m. ...508-548-0313

Fax:508-457-4775

General Manager: Michael MacDonald508-548-1010

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InnSeason Resorts Surfside

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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 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.