

SPRING 2008

Pollard Brook to Start Multiple Capital Improvements

by Joel Bourassa, General Manager

Continuing a multi-year renovation plan, the management at InnSeason Resorts Pollard Brook is finalizing the details to continue improvements all over the resort. Some projects have already been completed and the remainder are slated to begin in late March.

Mount Washington Lodge

The 17 units in the Mount Washington Lodge will see all new kitchen cabinets, new Corian-type countertops and sinks and new Pergo-type kitchen flooring.

"This building is the first building built at Pollard Brook and we are very excited to continue to renovate these units," said Joel Bourassa, General Manager.

In recent projects, the Mount Washington Units have seen new carpeting throughout units and new furniture and fixtures.



Pollard Brook as seen from Loon's new "Cruiser" trail.

Woodland Lodge and Streamside Lodge

All units in the Woodland & Streamside Lodges will see new carpeting throughout. All Woodland units will also receive new pillow-top mattresses and box springs.

Last year all Woodland units received new living room chairs and in recent years old wallpaper was removed from the bedrooms and many bathroom were renovated.

Two Great Departments: One Amazing Vacation

by Angie Carignan, Asst. General Manager

It is our mission at InnSeason Resorts Pollard Brook to make sure you have a fun filled stay. We have 2 enthusiastic Recreation staff members, Lauren Oberholtzer and Cassie Bonor, that have put together a fantastic schedule of activities for you and your family to enjoy. Combined they have almost 10 years of outdoor recreation and crafting experience.



We also have an Adventures Concierge who can help with almost any of your family needs. Our Adventures Concierge can help you book a quiet dinner for two or a snowmobile tour for the entire family. Want the best deal on ski rentals? Talk to Eric! He's got people. Eric also runs one of our biggest tours that is on the recreation schedule, the "Nowhere and Everywhere Tour". This tour is designed to allow you to choose where you want to go and what sites you want to see. It's an all day adventure you won't soon forget!

With these two departments in one location you will have the true Northeast Experience!

Here are some of our current winter activities and crafts...

- ◆ **Snowshoe Treks** – Our first trek takes you through the Flume Gorge and the second goes through the Basin.

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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 minute. 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 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.

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 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.

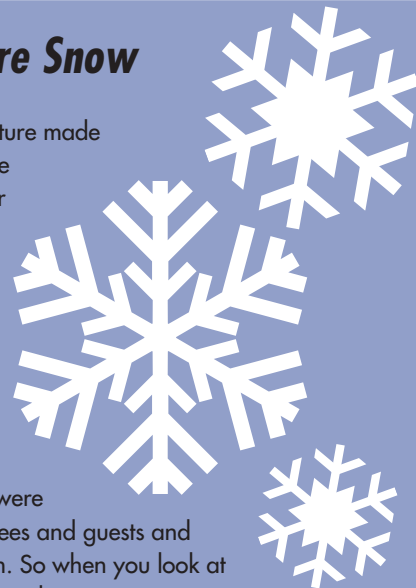


Save up to 50% at Ticketmaster

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.

Snow, Snow, Snow and more Snow

After three years of little or no snow, mother nature made up for it in a big way. Lincoln has received more than 17 ft of snow this winter! It's been great for the ski areas; Loon finally opened the trails and lift into the South Peak area and announced they will stay open until April 21! Cannon is having a great season as are the snow plow operators, snowmobilers and other winter enthusiasts. However, all that snow comes with a price; like many towns Lincoln had exhausted its snow removal budget by January; the state of NH actually ran out of highway sand, there were many slips and falls on both the part of employees and guests and many roofs were shoveled, over and over again. So when you look at the beautiful snow, remember it comes at a cost to the resort.



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 Owner's 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**

Capital Improvements *(continued from page 1)*

Pemigewasset Lodge

The 19 units in the Pemigewasset Lodge will get new Corian-type kitchen countertops and sinks this spring, greatly improving the look and feel of the kitchens. All units have already received new carpeting throughout enhancing the entire appearance of the units. The Pemigewasset units all received new couches in 2007.



Mount Liberty Lodge

Mount Liberty Lodge is slated for new pillow-top mattresses and box springs throughout all 18 units later this spring. This follows a variety of renovation project in recent years including stripping out the old wallpaper, new light fixtures, new window treatments, new living room chairs and new carpeting throughout.

Public Areas

A new area in the main lobby was constructed to be used for the new Adventure Concierge program. The Adventure Concierge, Eric Pyra, is charged with helping owners and guests design their vacations in the entire region. Eric will help design your entire itinerary, recommend events and things to do or just answer your questions about the resort and the area services. He even leads a popular "Nowhere and Everywhere" tour of the region as directed by the consensus of the weekly Monday gathering of owners and guests.

The Fun Factory Room was completely renovated as well with new carpeting and cabinets and bright colors. This room is the epicenter for many crafts and activities at the resort. In 2007 we focused heavy on public spaces from renovations of the indoor pool and outdoor Jacuzzi to a renovated game room and new lobby carpeting.

Note construction schedules of this size are subject to many changes and may impact your stay. Please watch our website, and make sure your owner info is current so that we can contact you.

Two Great Departments

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- ♦ **Chocolate Dipped Spoon – Yummy! A great activity for all ages.**
- ♦ **Bingo – A night of fun and prizes.**
- ♦ **Sledding Party – Get the kids suited up for great fun at the Kancamagus Recreation Center.**
- ♦ **Covered Bridge Tours – See 6 historical covered bridges.**
- ♦ **Nowhere and Everywhere Tour – You choose the destinations and stops you want to make.**

Here is a sampling of what you can look forward to this spring...

- ♦ **Littleton Trip – Tour the historic town of Littleton.**
- ♦ **Decoupage Plate – Put your own designs on a plate. Makes a great gift!**
- ♦ **Chutters – The World's longest candy counter!!**
- ♦ **Hiking – Go on beginner and intermediate trails.**
- ♦ **Pot-a-plate – Plant a seed that will soon bloom into a beautiful flower.**
- ♦ **Nowhere and Everywhere Tour – You choose the destinations and stops you want to make.**
- ♦ **Texas Hold 'Em – Bring your poker face and challenge other guests for fun and prizes!**

New Quality Assurance Agents

Recently the housekeeping department has promoted 3 of the self-inspectors to Quality Assurance Agents. The primary function of a Quality Assurance Agent is to make sure that the cleanliness off all of our condominiums meets the expectation of our owners and guests.



From left to right: Angela Willey, Michele Dexter, and Raylene Lamson

POLLARD BROOK REFERENCE LIST

InnSeason Resorts Corporate Offices:508-957-1800

Pollard Brook Ownership

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Pollard Brook Rental Reservations:800-582-6100

All Aboard Polar Express

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's 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 <http://www.polarexpress.org>.



POLLARD BROOK

The Northeast Experience™

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