



Attitash Mountain Villager

Fall / Winter 2011-2012

SEASONAL UPDATE FROM THE FRONT DESK

Even Greater Deal for Vacation Owners—Book a midweek stay on any of our great Value Season packages such as our Shopping Getaway, Midweek Golf Package, or Ski Packages during our value seasons, and we will give you an additional 10% owner discount on top of these already low package rates. Value seasons are October 23rd through December 18th and from March 25th to June 7th. Reservations must be booked before December 31st, 2011. This offer is only for Vacation Owners, it cannot be transferred to friends or family. Call our Central Reservations Department today for more information at 1-800-862-1600.

Don't forget when booking a room any time, in order to be eligible to receive your Owner discount, you must book your room through our Central Reservations Department. Owner discounts cannot be applied to reservations booked online at this time.

Fall Activities—Fall is a beautiful time of the year here in the White Mountains of New Hampshire. The weather is great for a day trip through Crawford or Pinkham Notch or taking a hike up to Aretusa Falls or Diana's Baths. Don't forget to get in some apple picking, hayrides and a corn maze at Sherman Farms. If you still cannot decide what to do while you're here be sure to stop by the front desk to ask any of our Guest Service Agents; let us help plan your vacation!

Winter Activities—Discounted Attitash/Wildcat lift tickets will be available this ski season. With the 2 resorts now under the same ownership, these tickets can be used to ski at EITHER resort within the same operating day! We also offer great deals for the Bear Notch Cross-Country ski trails that can be accessed directly behind the resort. Tickets are non-refundable and can be purchased after 7:30am every day. The front desk also has a limited supply of snowshoes that can be borrowed for no extra charge. Our outdoor hot tub and Cabana will be open year around starting at 9am until 10pm. Come relax in the warm waters and then sit by the gas fireplace inside the Cabana.

For those days where it is a little too chilly to be outdoors, we have a solution! You can browse through our selection of movies

(\$3 nightly charge), our board games (free to borrow) or puzzles (free to borrow or can be purchased at our gift shop). There are also some great restaurants, shops and activities to do indoors in North Conway.

Resort Activities—The resort also offers some great activities happening here daily. Come join us for Bingo or a snowshoe outing. There are different activities going on each week so please stop by the front desk and find out what fun activities we are offering! If you have any suggestions or questions regarding activities prior to your arrival please email our Hospitality Manager, Susan Dionne at SusanDionne@AttitashMtVillage.com.



Owner Website www.AMVvo.org—Don't forget to check out our Vacation Owner Website www.AMVvo.org. Here you can find out exactly when your week will start for upcoming years by viewing the calendar, as well as be able to pay your Annual Fees online, and more!

We Are On FACEBOOK—Keep up to date with what is going on at the Resort and in the Mt. Washington Valley by liking us on Facebook. Check in often for deals, area information and pictures in and around the Resort. Be

sure to share us with your friends so they can see where you own. Visit: www.facebook.com/#!/AttitashMtVillage

Rental Program—Can't make it this year for your vacation week? Don't lose it, make money off of it! In order to release your unit into the rental program we need to have a signed contract on file. This agreement can be accessed on your vacation owner website, www.AMVvo.org. You can also email a request for the contract to Donna Tiedeman, Vacation Owner Coordinator at Tiedeman@AttitashMtVillage.com. The earlier you release your unit for rent, the better your chances of rental are.

Let Us Serve You Better—The front desk at Attitash Mountain Village is staffed 24 hours. We will do everything we can to answer your questions for you and make your stay a pleasant one. Email questions to Tiedeman@AttitashMtVillage.com, or call 603-374-6500 ext. 0. Don't forget - if you are having guests use your unit, or your guests will be arriving first, email their names to Tiedeman@AttitashMtVillage.com. Only the owner of record is permitted to check in without prior arrangements.

EARN \$300 WITH OUR OWNER REFERRAL PROGRAM!

Just one year ago, we fundamentally changed the owner referral program to reward you. Our owners receive **\$300 for each and every referral you send in who purchases from us. WOW! Almost 100 of you have already "cashed in"** with a \$300 credit towards your next annual fee.

Because of this success, we have decided to continue this policy thru Sept 1, 2012.

We will continue to contact all your referrals and offer them a **FREE WEEKEND** to visit Attitash Mountain Village Resort, and if they purchase, you will receive a **\$300.00 credit towards your next annual fee!**

We want you to feel comfortable sending your friends and acquaintances to see us. When possible, your original representative will

show them around, and of course we will treat them with the same courtesy and respect we showed you, whether they purchase a vacation or not.

Who would you like to share this great vacation lifestyle enhancement with?

To submit names for us to contact on your behalf go to: www.vacationwhitemountains.com/refafriend.htm

To print your own certificates to give to your friends, go to: www.vacationwhitemountains.com/friend/certificate.htm

This information is also available online at www.AMVvo.org by clicking on the "Friends & Family Referral Program" link under the Owner Links Section.

VACATION OWNER VALUES

We would like to see you visit even if it is not your vacation week, and want to remind you of your Vacation Owner discount outlined here to visit your Resort or Eastern Slope Inn Resort:

Value Season (Oct. 23rd - Dec. 22nd, 2011 and Mar. 18th - June 14th, 2012) Your first paid stay is at a 20% discount off the normal rate; your second stay at 30% off; and your third and subsequent stays at 40% off for any calendar year.

Peak Seasons Owners receive a 20% discount for any and all reservations during high season at all properties for that calendar year. As a Vacation Owner you are also eligible for a 20% discount off

our regular rates at either the Oxen Yoke Motel in North Conway, or the Attitash Marketplace Motel in Bartlett. ANY TIME during the year that space is available.

These discounts will not be available during Christmas Holiday Week, February vacation week, Martin Luther King weekend, weeks 29 through 33, and Columbus Day weekend. During these times we would be happy to offer our vacation owners 10% off our motel rates, which cannot be combined with any other discount or promotion.

Call 1-800-862-1600 to arrange your stay at these special rates today!

VACATION OWNER ALERT

As you may recall, from past Newsletters, our Resort, and our Vacation Ownership industry, has become very concerned about questionable resale entities.

We have advised our Vacation Owners to be cautious of any post-cards, seminar offers or calls coming from individuals or entities claiming to be able to resell their vacation weeks for them.

While we do process a number of private sales for Owners, these sales (also called "resales" or "transfers") tend to be Owners selling or gifting their vacation week to family, friends and co-workers. Some of our Owners have also been successful on the Internet using Redweek.com and Ebay.

While your Resort is not actively engaged in the resale market, we are glad to assist you in any way we can. If you would like a copy of our new resale assistance information, please contact Denise Maggio at email DMaggio@EasternSlopeInn.com, or by calling (603) 356-6321 ext 6428. Please note that all annual fees, as well as any financing notes, must be paid in full prior to conveying your unit/week.

Should a resale company contact you, please be wary of their claims of "no cost to you" and "no upfront fees." Experience has shown that

these claims quickly change to "prepaid closing costs" that range anywhere from \$500.00 to \$2,000.00, or more.

Please note that, aside from our relationship with RCI, we are not affiliated with any third party Vacation Ownership resale company, rental agency or vacation club. Please beware of any calls from companies stating they work in partnership with your Resort.

Recently, another scam has come to our attention. Companies contact Vacation Owners stating that they will rent their vacation week for them. They "only" require that the Owner sign a contract and pay them \$995.00 for the service. In these cases, the "rental company" lists the week on their website and does absolutely nothing more.

Your Resort already has a rental program. Should you wish to rent out your vacation week, all you need to do is contact your Attitash Mountain Village Vacation Owner Coordinator, Donna Tiedeman at email Tiedeman@AttitashMtVillage.com, or by calling (603) 374-6500 ext. 1156, and she will review the rental release program with you.

Please remember to be vigilant, and avoid being caught in the net of these opportunistic scam artists.

FREQUENTLY USED NUMBERS

Reservations 800.862.1600	Front Desk 603.374.6500
Vacation Ownership 603.374.6515	Accounting (Mon-Fri) 603.356.6321 press 6

Fax 603.374.6509	Fees Pay Line 866.333.7729	OnLine Payments www.AMVvo.org
RCI Points 877.968.7476	Owner/RCI Coordinator Donna Tiedeman: 603.374.6500 x1156	
RCI (inside US) 888.743.8594	RCI (Canada) 800.565.3212	

Attitash Mountain Villager

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Owner Website: www.AMVvo.org

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First, a note of CONGRATULATIONS! RCI has recently awarded The Suites at Attitash Mountain Village a Gold Crown rating, and Silver Crown ratings for Attitash Mountain Village and River Run Condominiums. All new Vacation Owners at Attitash Mountain Village Resort are enrolled as members of the RCI Resort Network. Members of RCI enjoy convenient access to over 4,400 RCI affiliated resorts in more than 100 countries around the globe. While we hope to see you return again and again to your home resort, we want to remind you of the options offered by RCI to experience other resorts. Whether your idea of a vacation is a tropical beach, a snow-capped mountain, or an exciting family theme park, your Vacation Ownership can open all these doors and more!

RCI operates two distinctly different programs, and you could be a member of either, it's your choice. **RCI WEEKS**, and **RCI POINTS**.

WEEKS OWNERS—It's important to remember there are millions of RCI members who are vacation owners from all the RCI affiliated resorts combined. While your options are endless, you'll be able to maximize the value of your Vacation Ownership if you understand the RCI exchange system.

The most important thing to remember with the weeks program is that you begin each year with your week, and if you are not going to use it, you need to "spacebank" your week with RCI. To attain maximum trading value for your week, you should do this at least 10 months before it starts. In the weeks program, the earlier you begin your search (up to 2 years), the better. Keep in mind that the weeks program works as an equal value exchange for equal value, so you should have realistic expectations based on what you own (red/white/blue week, and size of unit).

Here are five important tips to increase the likelihood that your request for a vacation exchange will be accommodated.

Deposit as soon as you can. Trading Power—the value assigned to your deposited vacation week—is based on many factors you cannot control, including: the demand for your resort and region during the season you own; the size and configuration of your unit (unless you wish to upgrade); and comment card ratings for your resort. But there is one factor you do control: when you deposit your vacation week. You don't have to know where or when you want to travel in order to deposit your week. So, take control and deposit your week as early as you can.

Request early. You can request an Exchange Vacation as early as two years before the check-in date. If you don't get a match right away, ask your RCI Guide to start a pending request which enables the system to search for you 24 hours a day, 7 days a week. Although RCI collects the exchange fee when you start the search, that fee is 100% refundable if a suitable match is not found. There's no risk, and you're far more likely to get what you want by letting the system search for you. Start your search as soon as you have an idea of the type of vacation and timing you're looking for.

Update your contact info. When a match is found, you'll be notified by email or phone. Be sure RCI has your correct contact information, because if you can't be reached, your vacation will be released. It's important to make sure RCI has your email address in case you cannot be reached by phone. When placing a request, reconfirm your contact information so you don't risk losing your dream vacation.

Be flexible. Often there is more than one place that offers the vacation experience you're seeking. If you're not getting exactly the place you requested, ask an RCI Guide for suggestions of other plac

es that provide similar activities and settings.

Log on to RCI.com. In addition to destination and resort information, you'll find advice and access to Extra Vacations, cruise vacations and last-minute *Last Call*SM getaways. Don't limit yourself to your exchange vacations. RCI offers plenty of other ways to get away, and maximize the value of your vacation ownership.

POINTS OWNERS—The most important thing to remember in the Points program is that each year you begin with your point value in your account. (RCI determines your point value based on unit size, and demand for your week/resort). **You need to make a reservation even if you wish to use your unit!** There is no exchange fee to use your own unit but you need to understand the exchange windows to have a successful trading experience.

- **13-12** months is the time when you are the only member who can reserve your unit. It is advisable to do so even if you may not be coming, as you can easily cancel the reservation up to 4 months prior to check-in.
- **12-11** months is the Home Resort reservation window, and during this time, Attitash Owners are the only members allowed to make reservations into our resort. This gives you the ability to return to your home resort anytime of the year with relative ease if you have access to enough points!
- **11-10** months is the Home Resort Group reservation window, and during this time you can reserve into both Attitash, and your sister resort, The Eastern Slope Inn. This is a great way to try something different, but familiar!
- **10-0** months is the standard reservation window. Typically the best availability at a points resort is at this critical 10 month window. The more time that goes by, the availability there is going to be. So if you are hoping to travel to a high demand location, during a high season, it is recommended to plan as close to the 10 month window as possible to maximise your options!

It is highly recommended you set your account up online with RCI. This will allow you to see your point values, and to search for vacation destinations in real time!

-When searching it is helpful **to give a check-in date range versus a specific day.** Even if you are looking for a specific week, make sure you look for Friday, Saturday and Sunday check-ins to increase your chances.

-It is also helpful **to look for different length of stays.** If 5 nights is not showing, look for 4 or 6.

-When looking for a traditional 7 night stay, remember to search it in the points inventory, **and also the weeks inventory.** The latter will require a separate query. As a points owner you are eligible to exchange into weeks inventory or points inventory!

It is always helpful to be as flexible as possible, and to be open to different experiences. Some of the most memorable exchanges will undoubtedly be to destinations you may not have considered before seeing it available through RCI.

Of course all transactions can also be made over the phone, and the RCI Points operators are very knowledgeable and there to assist you. It may be fun to do your research online, and then call to finalize the transaction.

For a helpful review of your RCI Points capabilities, visit RCI's 'Points to Remember' website which you can access from your Owner website: www.AMVvo.org. Please feel free to call the sales office at your resort if you would like a little "coaching", as we work with this all the time. Our number is (603)374-6515.

Attitash Mountain Village
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RCI POINTS RESERVATION WINDOWS

- **Home Week*** ▶▶ 13-12 months prior to check in
- Home Resort ▶▶ 12-11 months prior to check in
- Home Resort Group ▶▶ 11-10 months prior to check in
- **Standard Reservation 10 months** ▶▶ Check-in

*Reminder: You begin each year with points and must reserve your unit for your week. There is no fee for this, and you can turn it back for full point value up to 120 days before check-in. **Remember if you don't reserve your unit during your 13 -12 month home week priority period, it becomes available for others to reserve.** You can contact RCI to reserve your home week usage at www.RCI.com or 877-968-7476. The resort will no longer be mailing out the yellow reminder cards. Please contact us with your current email address so we can continue to remind you to reserve your unit. Please email Donna Tiedeman at: Tiedman@AttitashMtVillage.com.

If you are not sure if you are going to use your week/unit, we advise you to reserve your week at your home resort during your home week reservation window for the next year. You can always turn it back to RCI for full point value up to 120 days prior to the start of your vacation week. **Questions on how RCI Points work? Call Jim Terry at 603-374-6515 Friday to Monday.**

!!!FREE!!!—YOU COULD BE ELIGIBLE TO VISIT THE EASTERN SLOPE INN RESORT—!!!FREE!!!

We want to show you our fabulous sister resort, which you can exchange to, or upgrade your Ownership to, right in beautiful North Conway Village. Any time between October 23rd and December 18th. Spend a **FREE WEEKEND in a Studio Condominium at the Eastern Slope Inn.**

Enjoy a fun getaway at our Village location where everything is within walking distance. Shop, dine, and play in North Conway Village. This historic property is the pride of North Conway Village, and will surely provide you with a fun, relaxing weekend away.

From Oct 23rd through Dec.18th, we are offering a totally **FREE TWO NIGHT STAY** for Attitash owners to visit and learn more about the Eastern Slope Inn along with an informative update about your ownership at Attitash Mountain Village.

There are a limited number of **STUDIO** units available for this **FREE** promotion, and historically they fill up quickly, so don't delay. To book, **call Jennifer at 1-800-410-7440**, and mention

code #NLF11. Upgrade to a One Bedroom unit for only \$35.00 per night or a Two Bedroom for only \$75.00 per night.

If you have not taken advantage of this promotion....NOW could be your last chance!

We will review exchange windows, RCI enhancements, even spend time on RCI.com with you. The only requirement is that, along with your spouse, or significant other, you attend a brief resort exchange orientation and property tour. The entire meeting should only take an hour or so.

Both resorts offer owners the ability to gain access to the RCI points program and many of you have already taken advantage of the flexibility of using weekend stays throughout the year. You also have the opportunity to move your ownership to either resort or upgrade to the **GOLD CROWN SUITES.**

****Owner must be current on all fees and not own at both resorts already. Not eligible if you have participated in this specific promotion before. Call Jennifer at 1-800-410-7440.**