



Attitash Mountain Villager

Spring / Summer 2010

THE VO NEWSLETTER GOES DIGITAL

If you received this issue of the Vacation Owner newsletter printed and in the mail, it could be the last time! We are going green and making the VO newsletter available online at your Vacation Owner website: AMVvo.org, and emailing a PDF copy of it to our owners when it comes out in April & November. At your VO website you will find updated information on a regular basis - including resort updates, photos, last minute news, seasonal information, and more!

As we make the transition away from the printed newsletter format, it is crucial that we have your current email address on file. Vacation Owners who have an email address on file were not mailed a printed copy of this newsletter. Instead they were sent an email that contained a PDF file of the VO newsletter. Please be sure to keep

an eye out for the emails that come from our Director of Communications, Jason Robinson (JasonRobinson@AttitashMtVillage.com), and if prompted – ‘approve sender’ to make sure these emails reach your inbox.

Keeping your contact information up to date is very important, otherwise you may not get the information you need to take full advantage of your vacation ownership. If you received this newsletter in the mail – it’s only because we DO NOT have a current email address on file for you. In order to get an email notification from us that new information is online at your VO website, you must email your Vacation Owner Coordinator, Donna Tiedeman, at Tiedeman@AttitashMtVillage.com, or call 603-374-6500 x1156.

LET US ASSIST YOU IN PLANNING YOUR VACATION ACTIVITIES!

Get ready for lots of hiking, biking and fantastic family fun in 2010! Remember we don’t have 1 concierge at the AMV front desk...we have 8! All are well versed in the art of savings; we’re always on the look out for 2 for 1 dinner specials, discount deals, free events and anything new and exciting to the area, so your family can have a great vacation ALL week long! This summer all of your favorites are back and better than ever. Be sure to check out our famed, mouth watering, all you can eat, poolside BBQ’s, guided nature walks, family movie nights, hosted coffee informational (listen to family adventure tips and ideas while you relax, have a coffee and pastry and meet your neighbors) and fun local activities for the whole family.

We make it our mission to be up to date on the latest and greatest activities in the Mount Washington Valley. Stop by and review one of our extensive activity or local dining suggestion books, packed with menus, brochures, coupons and suggestions in an easy to peruse alphabetical binder courtesy of your front desk. Remember even with all of these wonderful options, as always, Attitash Mountain

Village is still your family’s destination resort! There are so many different ways to spend your day without ever leaving the resort! Grab a towel and lounge by one of our 3 pools or 4 spas. Keep up with your fitness regimen in our state of the art fitness facility; try your hand at tennis, shuffleboard, horseshoes, darts, ping-pong or host a BBQ at the playground! The possibilities are endless.

While you’re here, please make sure to give a warm welcome to our new Front Office Manager Susan Dionne. Susan is a graduate of Johnson & Wales Hospitality program and has broad experience in front desk management. We’re very excited to have her onboard and hope you’ll stop by and meet her and say hi to the rest of the Front Office team!

We want to hear from you! Do you have suggestions on how we can serve you better? We’re always looking for ways to improve, so stop by or give us a call. Our guests are the window to our success and your enjoyment! We hope to see you soon. You can email Susan at SusanDionne@AttitashMtVillage.com, or call 603-374-6500 x1162.

EXCLUSIVE OWNER REFERRAL OFFER!

**EARN \$100.00 CREDIT
TOWARDS YOUR NEXT ANNUAL FEE!**

Here’s how: Email or call Jill at jillian@vacationwhitemountains.com, or **1-800-410-7440**, with the names and contact info for your friends who would enjoy a free weekend at the Attitash Mountain Village. Mention code **NL310A**. Of course feel free to pass this contact information directly to your friends.

We will offer your friends a **COMPLETELY FREE** 2-night stay at the resort. Of course they will be required to attend a 90-minute

seminar, and if they purchase, while on their tour you will receive **\$100.00 credit!!** It’s that simple.

You will still receive the traditional \$25.00 or 2,000 RCI points just because they took the tour! This is a limited special offer, and must be taken advantage of by **June 13, 2010**. Standard qualifications apply. Offer not valid in conjunction with any other promotion. Call Jill for details. To submit names online go to www.AMVvo.org and click the **Friends and Family Referral Program** link.

Resort Access.....603-374-6500
www.AmvVo.org **Tiedeman@AttitashMtVillage.com**

IMPORTANT VACATION OWNER INFORMATION

RCI Comment Cards: The information you provide to your resort through our resort comment cards helps us in making improvements to our rooms and our services. The information you provide to RCI through their comment cards helps let other RCI guests know about the wonderful resort you are an Owner at or the incredible resorts you have traveled to by exchanging your week. So take some time when you get home to fill out the RCI comment card.

If you did not enjoy your stay for any reason please let the resort know as soon as possible by calling extension 1162, so we can make every effort to make you happy. If you did enjoy your stay please tell the world by filling out an RCI comment card. Positive RCI comment cards benefit the resort and they also benefit YOU as a Vacation Owner. Higher RCI scores for your resort increase our rating with RCI which increases your trading power as a Vacation Owner.

Verify Your Occupancy Dates: Please make sure to confirm you have the correct dates for your Vacation Week prior to arrival. A calendar of all the interval start dates for the upcoming year is included with your annual fees statement, or you can check online at AMVvo.org. If you are a Points Vacation Owner, your reservation dates will be listed on the confirmation letter you receive from RCI a few days after you book your Reservation through RCI.

Releasing Your Unit for Rent: The resort offers a rental program,

which allows Vacation Owners to release your unit(s) for rent through the office of the VO Coordinator. The unit(s) is released into our rental program to be booked through our Reservations Department.

In order to place your unit on the rental program we do need to have a signed rental contract returned to us. This will be sent to you when you notify your resort of your plans to release your unit for rent. *We will not place your unit on the rental program until you have signed this form and returned it to the resort.* The sooner you let us know of your plans the better. If your plans change and you need to release your unit for rent last minute, the quickest way for us to get this form to you is by email so please keep us up to date on your contact information.

Annual Fee: Your Annual Fee must be paid no later than 30 days prior to the beginning of your week for you to be eligible to receive the rental income from your week. In addition any loan payments must be current. For more information on the rental program or to release your unit for rent please contact Donna Tiedeman at Tiedeman@AttitashMtVillage.com or by phone at 603-374-6500 ext 1156.

Secure Online Payments: You now can pay your annual fees online at AMVvo.org. In the section "Owner Links" select "Pay Annual Fee" and complete our secure payment section.

WHAT'S NEW WITH RCI?

Here is some information to keep you up to date with some changes at RCI.

Call Center Hours: Mon-Fri 7am – 9pm
Sat, Sun and Holidays 8am – 5pm

RCI Weeks 800-338-7777

RCI Points 800-968-7476

Or use www.RCI.com 24 hours a day, 7 days a week.

Want to learn more about RCI and its services?

Points to Remember – RCI Points Members
<http://app.rci.com/landing/ptr/index.html>

Inside RCI – RCI Weeks Members
<http://app.rci.com/landing/InsideRCI/index.html>

RCI TV and the Resort Showcase

RCI TV is an entertaining and educational network filled with stories about RCI, its products, services, travel and resort information, hosted by the engaging Dan – the RCI anchor man – who

greeted and guides viewers through the exciting world of RCI holidays. Dan knows all there is to know about RCI, as he is a time-share owner and an RCI weeks member of 24 years.

As members explore the RCI TV channel they will be introduced to different RCI staff through on-screen interviews, kicking off with Geoff Ballotti, president and CEO of Group RCI, as well as accessing a Destination Reviews Channel where RCI TV really comes alive. Here there will be travel information about the many great destinations they can enjoy through RCI exchange holidays, exploring them through video footage showcasing the resorts and the local attractions.

The Resort Showcase is another channel to be launched later this year and will contain rich video footage and virtual tours of RCI-affiliated resorts. 'A picture is worth a thousand words' is the premise behind the Resort Showcase, set to become the heart of RCI TV.

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	Feespay 866.333.7729	OnLine Payments 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

Joseph L. Berry.....Developer
Dick Schwalbenberg.....Chief Operating Officer
Susan Dionne.....Front Office Manager
Jason Robinson.....Director of Marketing & Communications

Owner Website: www.AMVvo.org

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A NOTE FROM CENTRAL RESERVATIONS

We are offering all Vacation Owners **40% off** our rates this spring! So if you have not been to the resort recently it is a great time to see our improvements, enjoy spring in the mountains, and quiet shopping in the village or outlet center. Call 1-800-862-1600

Your owner lodging discounts are good all year long. In a given calendar year you can rent a unit for 20% discount. Your second stay will be 30% and any additional stays will be 40% off our regular rates. The more you stay, the more you save! To find out more about how this offer works call 1-800-862-1600 today! Whether it's a holiday getaway, or other special occasion – plan to stay with us...choose Eastern Slope Inn Resort, Attitash Mountain

Village Resort, Oxen Yoke Inn & Motel, or Attitash Marketplace Motel.

Reservation hours are Mon-Fri 8 am – 7:30 pm, weekends and holidays from 8 am-4 pm. Find out just how easy and inexpensive that getaway can be.

!!!SPECIAL NOTICE!!! If your week falls during the days of July 9 & 10, we are looking for units NOW for a large group that has booked the entire property. If you can spare those days from your week let us know, and you will end up with some extra cash in your pocket. Contact Donna Tiedeman today to release your unit at Tiedeman@AttitashMtVillage or 603-374-6500 x1156.

SPECIAL NOTE FOR RCI WEEKS OWNERS

RCI offers a wide range of options for when you can plan your vacation and thousands of destinations to choose from. We just want to remind you that when planning vacations for future years you need to be current on your Annual Fees for this year and also need to pay the Annual Fee for the year that you are depositing with RCI.

Just as RCI requires that your membership be paid for the year you are depositing, the resort requires that you have paid your Annual Fee for that year. For future years you will be asked to pay an

amount equal to the current year's Annual Fee.

Additionally, you will need to be current on your Annual Fee for an Internal Exchange at your home resort or at our sister resort. Reminder notices will be sent out if your account is past due, but failure to pay the Annual Fee may result in loss of the use of your unit for the exchange period.

For more information please contact Denise Maggio at dmaggio@easternslopeinn.com or 603-356-6321 x6428.

HELP TRANSFERRING YOUR OWNERSHIP

As we enter our 4th decade of providing vacation ownership value, we often see second or even 3rd generation owners. Some of you may find it challenging to explain all the benefits of ownership to your children, grandchildren, or other prospects when it comes time to **transfer your ownership**. Some of you also probably have friends or co-workers you are interested in selling to but just need a little help.

We would like to offer **our assistance at no cost** in your effort to sell your ownership. Based on availability, we are willing to provide **free accommodations** along with a **“no obligation”, free information** session to your prospect who might be interested in

learning more about acquiring your ownership. We will show them your unit, and explain all the benefits of ownership, including the latest from RCI. If they wish, we will provide the necessary paperwork to transfer ownership. We will also explain how much your week is worth, and even provide opportunities to trade your week in towards something better suited to their exact needs.

We have helped numerous owners with this transition, and are available to help you. Please contact Jim at amvjweber@roadrunner.com or 603-374-6515, and mention ATRAN-10 with questions.

SPECIAL NOTE FOR RCI WEEKS OWNERS

As a Weeks owner your week is reserved for your use annually. If you Space Bank with RCI, we receive a notice from RCI of your desire to do so. The request is approved if you are current on the annual fees for the year you are Space Banking. If you plan to release it for rental, then you need to notify the Resort RCI Coordinator and complete a rental agreement.

In the past we sent out a reminder card to assist you in confirming your usage or release for rental. We are phasing out sending the Weeks reminder cards, so please make sure that we have your email address and we will email you a reminder notice.

For more information contact Donna Tiedeman at Tiedeman@AttitashMtVillage.com or 603-374-6500 x1156.

RESORT UPDATE

Owners who visited the resort recently may have seen the results of our many upgrades. If you haven't been up but would like to see, be sure to check out your owner website for resort updates and photos: www.AMVvo.org. Here is a brief recap of the projects at the resort.

The sports club broke ground on our new cabana building that will be located at the outdoor pool area. The foundation was installed last fall, and the current plans are for construction to start early this fall. This building will be a welcome expansion to our outdoor pool area, offering additional changing rooms and restrooms. This will also allow for the use of the outdoor spa tub year round. The pool deck and chaise lounge chairs will be significantly expanded for this summer.

We have also done a major overhaul this winter in the Hospitality Building and Building 7 Sports Club areas. Upgrades to these areas include new tile, bathroom stalls, new vanities and sinks, mirrors,

lighting, lockers, benches, and fresh air systems.

The Arcade room at the Hospitality Building had sheetrock installed over the barn board walls, all new oak paneling and vinyl wall covering. There is also a new Air Conditioning unit for this area to help with air quality during the warmer summer months.

Our Unit Maintenance Department has been working with the Vacation Owner Trusts to do interior updates to many units. One of the biggest ongoing projects is the upgrading of the beds around the resort. This upgrade includes new king plush top mattresses, and queen plush top mattresses in the bedrooms and on the SICO beds. In addition there are new duvets, bed skirts and pillow shams. AMSCO has also upgraded the bed linen in these units.

When you visit the resort please be sure to let us know what you think of all the upgrades. We do plan to continue this process through every area of the resort.

Attitash Mountain Village
PO Box 826
North Conway, NH 03860

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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 you 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!!!—VISIT THE EASTERN SLOPE INN RESORT—!!!FREE!!!

If you have not taken advantage of this marvelous promotion yet....NOW is your opportunity.

Our sister resort, the Eastern Slope Inn in North Conway Village, offers a unique environment where everything is within walking distance. Shop, Dine, Golf, or Relax with an onsite Spa treatment.

From now thru June 13th we are offering a FREE TWO NIGHT STAY for Owners of Attitash Mountain Village to visit and learn more about the Eastern Slope Inn, along with an update on your ownership at Attitash, and RCI. You will also be made aware of opportunities to change your week, unit, or resort. The only requirement is that along with your spouse, or significant other, you attend a brief resort 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.

There are a limited number of rooms available for this promotion, and historically they get filled up quickly, so don't delay. **Call Lana at 1-800-303-0091, and mention code #NL10A. Absolutely Free** accommodations are offered in a **resort studio condominium**, and larger units are available for the cost of only \$35-\$60 per night.

Let us know if you want to bring another couple, we may be able to fit them in too!

**Owner must be current on all fees and not own at both resorts. Not eligible if you have participated in this promotion before.