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MOUNTAINSIDE VACATION OWNERS' NEWSLETTER

Spring and Summer 2022

Once again, spring has arrived. With new growth comes new changes for Mountainside Villas. The front desk has gained team members as well as a couple of departments will say goodbye to members in this 2022 year. Welcome Julie to our front desk team, Cathy-Jo will be joining our Reservations team and our new Office Manager, Wendy! You really do have a stellar team working for you daily, some new and some with 30+ years experience here at Mountainside. We wish everyone all the best in their new adventures!



NO PETS POLICY:

Mountainside Vacation Villas is a **NO PETS** resort. We do have Kennels in the area and you may contact them in advance to set it up.

Government certified guide and service dogs are permitted on the property. You must send your service animals' documentation to us prior to your arrival.

There is no provincial recognition for Emotional Support Animals (ESA) in BC however, to permit an Emotional Support Animal on property, we will require an ESA prescription letter from your local mental health care professional that you are currently seeing.

You must send documentation to us prior to your arrival. For more information, please contact the Front Desk at 1-855-345-6341

NEW ONLINE MEDIA: We have a new Facebook page, when searching you will need to search for 'Mountainside Vacation Villas at Fairmont'. We will be posting upcoming events in the Columbia Valley, rental specials and everything that would keep you "in the know". Any suggestions you have regarding what you may want us to include, please email frontdesk@msvillas.com. You may also access the Facebook page via the link on www.mountainsidevillas.com



 **Mountainside Vacation Villas**
Fairmont Hot Springs, BC

 **BEST CHOICE**

 www.ehcanadatravel.com
#ehroadtrip #experiencecanada

Adventure Vacation Planner 2022
Canadian Business Awards

PLAN BETTER - BOOK SMARTER - ENJOY MORE

Mountainside has been very busy with rental requests. We have had a huge amount of requests for summer of course, but we are finding most of our summer owners are coming to use their time instead of placing for rent.

It has been a long 2 years without vacation or meeting with family and reservations has been able to accommodate a lot of the requests, they will work hard to keep that up! For any of your rental needs, please call Reservations at 1.855.345.6341 or email them or fill out the rental request form on www.mountainsidevillas.com

WHAT DAY TO CALL IN 2022 TO BOOK 2023?

CHECK IN/OUT DAYS FOR 2023

MONDAY	WK #	FRI	SAT	SUN	MON	
JAN 3	1	06-13	07-14	01-08	02-09	NEW YEARS DAY
JAN 10	2	13-20	14-21	08-15	09-16	
JAN 17	3	20-27	21-28	15-22	16-23	
JAN 24	4	27-03	28-04	22-29	23-30	
JAN 31	5	03-10	04-11	29-05	30-06	
FEB 7	6	10-17	11-18	05-12	06-13	
FEB 14	7	17-24	18-25	12-19	13-20	
FEB 21	8	24-03	25-04	19-26	20-27	FAMILY DAY
FEB 28	9	03-10	04-11	26-05	27-06	
MAR 7	10	10-17	11-18	05-12	06-13	
MAR 14	11	17-24	18-25	12-19	13-20	
MAR 21	12	24-31	25-01	19-26	20-27	
MAR 28	13	31-07	01-08	26-02	27-03	
APR 4	14	07-14	08-15	02-09	03-10	GOOD FRIDAY
APR 11	15	14-21	15-22	09-16	10-17	
APR 18	16	21-28	22-29	16-23	17-24	
APR 25	17	28-05	29-06	23-30	24-01	
MAY 2	18	05-12	06-13	30-07	01-08	
MAY 9	19	12-19	13-20	07-14	08-15	
MAY 16	20	19-26	20-27	14-21	15-22	
MAY 23	21	26-02	27-03	21-28	22-29	VICTORIA DAY
MAY 30	22	02-09	03-10	28-04	29-05	
JUN 6	23	09-16	10-17	04-11	05-12	
JUN 13	24	16-23	17-24	11-18	12-19	
JUN 20	25	23-30	24-01	18-25	19-26	
JUN 27	26	30-07	01-08	25-02	26-03	CANADA DAY
JUL 4	27	07-14	08-15	02-09	03-10	
JUL 11	28	14-21	15-22	09-16	10-17	
JUL 18	29	21-28	22-29	16-23	17-24	
JUL 25	30	28-04	29-05	23-30	24-31	
AUG 1	31	04-11	05-12	30-06	31-07	
AUG 8	32	11-18	12-19	06-13	07-14	BC DAY
AUG 15	33	18-25	19-26	13-20	14-21	
AUG 22	34	25-01	26-02	20-27	21-28	
AUG 29	35	01-08	02-09	27-03	28-04	
SEP 5	36	08-15	09-16	03-10	04-11	LABOUR DAY
SEP 12	37	15-22	16-23	10-17	11-18	
SEP 19	38	22-29	23-30	17-24	18-25	
SEP 26	39	29-06	30-07	24-01	25-02	
OCT 3	40	06-13	07-14	01-08	02-09	
OCT 10	41	13-20	14-21	08-15	09-16	THANKSGIVING (CAN)
OCT 17	42	20-27	21-28	15-22	16-23	
OCT 24	43	27-03	28-04	22-29	23-30	
OCT 31	44	03-10	04-11	29-05	30-06	
NOV 7	45	10-17	11-18	05-12	06-13	REMEMBERANCE DAY
NOV 14	46	17-24	18-25	12-19	13-20	
NOV 21	47	24-01	25-02	19-26	20-27	
NOV 28	48	01-08	02-09	26-03	27-04	
DEC 5	49	08-15	09-16	03-10	04-11	
DEC 12	50	15-22	16-23	10-17	11-18	
DEC 19	51	22-29	23-30	17-24	18-25	
DEC 26	52	29-05	20-06	24-31	25-01	CHRISTMAS DAY

THE CHART TO THE LEFT SHOWS WHAT DAY TO CALL OR COME TO THE FRONT DESK TO RESERVE YOUR WEEK FOR 2023. FOR EXAMPLE, IF YOU WISH TO RESERVE FOR WEEK 30 IN 2023, (JULY 23, 24, 28 OR 29 ARRIVAL) YOU WILL NEED TO CALL ON MONDAY JULY 25TH, 2022 @ 9:00 AM (MST)

****NOTE: OBSERVED HOLIDAYS ARE IN YELLOW HIGHLIGHTED BOXES**

MOUNTAINSIDE VACATION SCHEDULE

Please take the time to verify your vacation week dates. Confirm your reservation with the front desk at least **two weeks** in advance of check-in (1-855-345-6341). If you are unsure of when your week is scheduled, or how to read the Mountainside Vacation Schedule, do not hesitate to call the Reservation Office for assistance. The department is staffed 5 days a week Monday to Friday 9am - 5pm MST.

Reservation requests made via the website www.mountainsidevillas.com (owner request form) or email info@mountainsidevillas.com and it will be addressed alternating with phone enquiries by the reservations team. If you call at times outside of regular office hours please understand that the Front Office staff on duty will gladly take a message, but they are unable to reserve any reservation requests. Owners of **Floating Time** should note you should reserve your week(s) up to one year in advance of the desired week. Should you call to request a booking less than one year in advance, you risk being unable to book space either for personal use or deposit with a vacation exchange company.

Floating Owner reservations are made on a first come-first served basis, according to space availability. Reservations again, may be made up to one year in advance of the week number, beginning the first weekday of the week in the year preceding the sought after week of arrival based on the Mountainside Vacation Schedule. Thus, the first day anyone may arrange for a reservation in the coming year will always be either a *Friday or Monday*, whichever occurs first in the present year's week number.

As a reminder to those of you that wish to deposit with an external exchange company, you still must reserve your week as usual at your home resort (Mountainside Villas) up to one year in advance in order exchange a week for a week elsewhere. You must deposit the weeks up to 4 months in advance to receive full points with CIG and at least 2 months in advance for regular week deposits to ensure a regular deposit. *Maintenance fees must be paid for week(s) depositing.

NOTICE FOR COMMUNICATING TO OWNERS

Communication to our Owners will continue to be posted on our website for owners to view and comment. Rental and reservation confirmations will be emailed. This is a huge cost saving to our owners. For those owners without an email, we will continue to mail all correspondence. Invoices and statements will continue to be mailed. Please keep us informed of any changes to your email address as this is as important as your mailing address. If you are not receiving offers or notices from us and have an email address, please contact us to update your profile.



Financial Statements for 2021

Dear Villa Owner,

May 10, 2022

I am pleased to enclose our audited annual financial statements for the year ending December 31, 2021. (Found on the website under the owner tab 'Financial Statements').

We will finish and close the year on budget and carry forward a larger surplus into the 2022 operating expenses. This is due to the Covid 19 pandemic and we are holding the money for emergency purposes going forward in these times of uncertainty. As we write this letter, the restrictions have lightened for the Covid 19 virus but it still very much present.

The budget was sent to all the Owners last November and is available on our website in the fall newsletter. We are pleased to be able to reduce fees in 2022.

Our refurbishing program continues to be very aggressive. We have finished the roofing of all 116 villas, painting and interior upgrading is always in progress on an as needed basis. The villa decks have also been flagged for some replacement as required.

We are very pleased with our computer support group Gratisites, hired on last year out of Calgary with their very hands on technical support provided to us when requested.

I wish to extend my thanks and appreciation to your Villa Management Team for doing an outstanding job of retaining the highest quality rating in the industry at a moderate cost. We would welcome any suggestions you have to control costs and improve your vacation experience at MountainSide.

Yours Truly,

A handwritten signature in blue ink that reads "Don Seable".

Don Seable
President

Booking in 2023

We sent out an email to our Owners last year outlining the 'closure' of the T, W, X and Z blocks for floating owner bookings. Since then, there has been an accurate account of leases and owners can book into some of them. The villas NOT available in 2023 are: R4, R5, S1, T1, T5, T6, W1, X2, X4, X5, Z1 and Z2. These villas are owned 52 weeks of the year and cannot be booked by Mountainside Villa Floating or Fixed ownership.

To book for **2023**, the booking day is **MONDAY**, you need to call on **Monday** at 9 am, one year in advance to reserve your week(s). Reservations also accepts emails on the booking day at 9 am. You may email Dianna or Erin/Cathy Jo.

We ask you to go to www.mountainsidevillas.com and view the 'when to call and book' chart (under the Owner tab) to ensure you are calling on the correct Monday to book the corresponding week for 2023. Should you need assistance with that, please do not hesitate to contact Dianna or Erin/Cathy-Jo in Reservations, they will be more than happy to explain the chart.

At the time of this newsletter being sent out, Reservations is currently open Monday to Friday, 9am to 5pm : 1-855-345-6341

CHECK-IN AND CHECK OUT TIMES

Check-in time at the villas is between 4:00 pm and 10:00 pm. If you do arrive before 4:00 pm and your villa is ready for occupancy, you will be allowed access, but if the Villa is not ready for occupancy, the check in time will be 4:00 pm or after; when the villa is clean and ready for accommodation, the front desk staff will let you know when occupancy can occur. Our housekeeping department is at full staff and have been doing an amazing job of keeping on schedule.

Early check-ins or late check-outs are not permitted. It puts extra strain on the department and is not fair to other Owners. Check out time is 10:00 am or before so we can keep our cleaning on schedule.

EMAIL ADDRESS UPDATES:

We have new email address' here at the villas. Please note and make changes as needed.

David Dupont	CEO	Bar4d@shaw.ca
Kathy Grieve	General Manager	GeneralMgr@MSVillas.com
Elizabeth Young	Accounting	Accountant@MSVillas.com
Erin/Cathy-Jo Miller	Reservations	ResWeb@MSVillas.com
Dianna Rose	Reservations	ResOne@MSVillas.com
Wendy Evans	Office Manager	Wendye@MSVillas.com
Leslie Wall	Transfer Officer	Transfers@MSVillas.com
Melanie Prager	Housekeeping Manager	HSKPMgr@MSVillas.com
Paul Barrett	Maintenance Manager	MaintMgr@MSVillas.com
Jean Matheson	Recreation Center	Reccentre@MSVillas.com
Maintenance Shop		Shop@MSVillas.com
General Inquiries		info@mountainsidevillas.com

Living with the virus: Mountainside Villas is happy to welcome everyone back, it has been a very hard two years for all. We no longer have to have guests sign up for the pool, or gym. As of April 8th, you no longer have to show vaccination status. Masks can be worn at your own choosing, but they are no longer mandatory. We will continue our daily sanitization rituals and ask guests to be mindful and respectful of others space and choices.



MOUNTAINSIDE VILLAS ARE AN

