



5247 Fairmont Creek Rd  
Fairmont Hot Springs, BC. V0B 1L1  
EM: info@mountainsidevillas.com  
PH. 855-345-6341  
FAX. 250-345-6299

# MOUNTAINSIDE VACATION VILLA OWNERS' NEWSLETTER

## Spring & Summer 2023



**MOUNTAINSIDE VILLAS ARE AN**



INTERVAL INTERNATIONAL  
**PREMIER**  
MEMBER RESORT

A decorative flourish consisting of a stylized leaf and a flowing line that extends from the word "PREMIER" to the right side of the box.



## Reservations Update

We have listened to your comments and now you can come to the Front Desk to book.

**If it is a booking day they will be available after 12.00pm to deal with in-person bookings.**

Our reservations team, Dianna and Kayla, are looking forward to meeting you again in person to take your bookings and deal with any other reservation queries you have.

They will be in the office Monday to Friday from 9:00am—5:00pm MST.

On a booking day Reservation requests can be made from 9.00am  
by calling 1-855-345-6341 or emailing

Dianna — [resweb@msvillas.com](mailto:resweb@msvillas.com) OR Kayla — [resone@msvillas.com](mailto:resone@msvillas.com)

If you call outside of these days/hours, the Front Desk office staff can transfer your call to the reservation desk voicemail, but they will not be able to make your booking. We ask that you view the “**When to Call and Book**” chart to ensure you are calling on the correct day for the corresponding week you are booking for. This can also be found on our website [mountainsidevillas.com](http://mountainsidevillas.com) under the “Owner’s” tab. Should you need assistance with this, please do not hesitate to contact Dianna or Kayla, they will be more than happy to explain the chart.

**FIXED OWNERSHIP** bookings are automatically done, but owners **need to call** at least 2 weeks prior to check-in to confirm the arrival/departure dates due to calendar changes;

**FLOATING OWNERSHIP** bookings are made on a first come, first serve basis according to space availability. Bookings can be made up to one year in advance on a week number basis, 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.



**THE BOOKING DAY FOR YOUR 2024 TIME IS MONDAY**

# WHAT DAY TO CALL IN 2023 TO BOOK 2024?

## CHECK IN/OUT DAYS FOR 2024

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

# REMINDER

To those of you that wish to deposit with an external exchange company, you will need to reserve your week as usual at your home resort (Mountainside Villas) up to one year in advance in order to trade a week here 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\*\***





## Check-in & Check-out Times

- Check-in time is any time after 4:00pm on your arrival date
- Check-out time is any time prior to 10:00am of your departure date
- Early check-ins or late check-outs are **not** permitted.

As we are now approaching the busy season and the weather is getting warmer, please note that if you arrive early and your villa is not ready, the Front Desk staff will not be able to give you the keys if you have groceries that need to be refrigerated or frozen.

Villas can only be released after they have been checked and approved by the Housekeeping Manager. We ask that you refrain from going over to the villa until it has been released for occupancy.



## Housekeeping Update

If you are staying for multiple weeks our Housekeeping Team are now doing second cleans for those guest who would like it.

To request a second clean for your multiple week stay just let the Front Desk staff know when you check-in with the time that you would like it to be done.

The second clean will take place on the day that you checked-in i.e. if you check-in on Friday the clean will be the following Friday. The Housekeeping team will do their best to schedule the clean for the time requested.

## NOTICE FOR COMMUNICATING TO OWNERS

- Communication to our owners will continue to be posted on our website;
- Rental and reservation confirmations will be emailed;
- Invoices in January will continue to be mailed;
- Quarterly statements will be emailed.

**FOR THESE REASONS, IT IS EXTREMELY IMPORTANT TO KEEP US INFORMED OF ANY CHANGES TO YOUR EMAIL AND MAILING ADDRESS**



We are issuing a friendly reminder to all owners and guests, that Mountainside Vacation Villas has always been a **NO PETS** property. There are kennels in our area and you may contact them in advance to set up that service. Information can be found on our website under the “services” tab.

As per the BC Government Guide Dog and Service Dog Certification program, only Guide and Service Dogs that are specially trained by an accredited training school, and government certified, are permitted. British Columbia’s Guide and Service Dog Certification programs states:

“Therapy and emotional support animals, including dogs, are not eligible for certification.”

A link to our complete **PET POLICY** can be found on our website.

If a Guide or Service Dog will be arriving with you, documentation is required **3 WEEKS PRIOR** to your arrival by email to Kathy Grieve, General Manager — [generalmgr@msvillas.com](mailto:generalmgr@msvillas.com).

# Activities Update

As previously mentioned we have listened to you regarding bringing back the activity program. Unfortunately we have been unsuccessful in recruiting a Recreation Director.



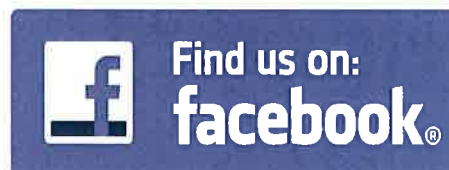
Kathy Grieve is negotiating with Fairmont Hot Springs Resort to see how Mountainside Villa Owners/Guests can access some of the activities they offer to their guests.

To start, anyone who has access to a cell phone/tablet can download the Fairmont Hot Springs Resort App available on both Apple and Android.



There is a wealth of information on this including a Trail map with trails for the local area that start at the Lodge, restaurant menus for the Resort and information for each of the Golf courses, Spa and Swimming pools with booking options.

Once it is known what activities our Owners/Guests will have access to, this will be communicated via our Website and Facebook page.



## **Mountainside Vacation Villas at Fairmont**

You can access the Facebook page via the link in the top right-hand corner on our website: [www.mountainsidevillas.com](http://www.mountainsidevillas.com)

Keep in-the-know of events taking place within the Columbia Valley during your visit. Share your fun vacation stories and create memories.

If you have any suggestions regarding what you would like to see included on our Facebook page, please send an email to [wendye@msvillas.com](mailto:wendye@msvillas.com).



## EMAIL ADDRESS UPDATES

DAVID DUPONT	CEO	bar4d@shaw.ca
KATHY GRIEVE	General Manager	generalmgr@msvillas.com
ELIZABETH YOUNG	Accounting	accountant@msvillas.com
DIANNA ROSE	Reservations	resweb@msvillas.com
KAYLA CHINCHAR	Reservations	resone@msvillas.com
WENDY EVANS	Front Desk Supervisor	wendye@msvillas.com
LESLIE WALL	Transfer Officer	transfers@msvillas.com
MELANIE PRAGER	Housekeeping Manager	hskpmgr@msvilla.com
PAUL BARRETT	Maintenance Manager	maintmgr@msvillas.com
JEAN MATHESON	Recreation Centre/ Lost and Found	reccentre@msvillas.com
MAINTENANCE SHOP		shop@smvillas.com
GENERAL INQUIRIES		info@msvillas.com
FRONT DESK		frontdesk@msvillas.com
WENDY EVANS	Social Media	wendye@msvillas.com





## **Sale Update**

Many of you have been asking about the sale of Fairmont Hot Springs Resort, we can now confirm that it has now been sold.

A company called Aldesta Group bought the resort and they own three other properties in British Columbia, including Harrison Hot Springs, along with two properties in Australia.

**We wish you all a very happy and safe summer.**

