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MOUNTAINSIDE VACATION VILLA OWNERS' NEWSLETTER

Fall & Winter 2023/2024



MOUNTAINSIDE VILLAS ARE AN



INTERVAL INTERNATIONAL
PREMIER
MEMBER RESORT

A decorative flourish consisting of a stylized leaf and a flowing line that curves under the word "PREMIER".

Reservations

The Reservations team are 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

You can now meet Dianna in person if you would like to make your bookings at the Front Desk or have any queries, with the exception of Booking Days.

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

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 under the “Owner’s” tab. Should you need assistance with this, please do not hesitate to contact Dianna and she 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 2025 TIME IS FRIDAY.

If this falls on a statutory holiday Reservations will be closed. The booking day will then be the next business day. i.e. If Friday is a stat holiday, booking day will be the following Monday.

WHAT DAY TO CALL IN 2024 TO BOOK 2025?

CHECK IN/OUT DAYS FOR 2025

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

SPECIAL WEEK OFFER

WE ARE HAPPY TO OFFER ALL OF OUR OWNERS AN OPPORTUNITY TO HAVE AN EXTRA WEEK (S) VACATION WITH US HERE AT MOUNTAINSIDE VACATION VILLAS OVER THE HOLIDAY SEASON. THIS IS FOR YOUR OWN PERSONAL USE OR THE WEEK CAN BE DEPOSITED. THIS WEEK CANNOT BE RENTED OUT.

THE WEEK AVAILABLE IS:

Sunday December 31, 2023- Sunday January 07, 2024



THE SPECIAL RATES ARE:

A ONE BEDROOM \$748.00

A TWO BEDROOM \$852.00

FULL PAYMENT IS DUE AND PAYABLE AT THE TIME OF BOOKING AND ALL UNITS ARE BOOKED ON A FIRST COME FIRST SERVE BASIS.

CANCELLATIONS MUST BE MADE 30 DAYS OR MORE PRIOR TO DECEMBER 31/23 FOR A FULL REFUND OTHERWISE IT IS FORFEITED.

PLEASE CALL RESERVATIONS AT 1-855-345-6341 MONDAY TO FRIDAY FROM 9:00AM TO 5:00PM MST TO RESERVE.

THANK YOU

DIANNA

MOUNTAINSIDE RESERVATION TEAM





2024 Maintenance Fees

As we approach the end of 2023 and head into 2024 we would just like to remind everyone that Maintenance Fees for 2024 are due by 31st January 2024.

By mid November we will know what the fees are and invoices will be mailed out via Canada Post to all owners in the first week of January.

Please ensure that we have your correct mailing address, phone number and email address if you have one. You can update your contact information by calling the office on 1-855-345-6341 or 250 345-6341 or you can send an email to wendye@msvillas.com.

Depositing Weeks

If you would like to deposit your time with an external exchange company, you will need to reserve your week 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.

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.

Multi-week Stays

If you are staying for multiple weeks our Housekeeping Team are now doing second cleans.

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.



Sale Update—What we know so far!

Fairmont Hot Springs Resort was purchased by a company called Aldesta Group, based in Vancouver, BC.

As leases expire at Mountainside Villas, the expired leases go back to Fairmont Hot Springs Resort, the developer. Fairmont Hot Springs Resort own a number of leases which they are booking for staff accommodation. They also own many individual weekly leases which means certain villas for certain dates are not available to Timeshare owners, and these can only be rented via Fairmont Hot Springs Resort.

The table below shows the Villas that are not available for booking at anytime during the year.

Villas not available in 2024

P2
R4, R5 & R6
S1
T1, T5 & T6
W1
X1, X2, X3, X4, X5 & X6
Z1 & Z2



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
WENDY EVANS	Front Desk Manager	wendye@msvillas.com
LESLIE WALL	Transfer Officer	transfers@msvillas.com
MELANIE PRAGER	Housekeeping Manager	hskpmgr@msvilla.com
PAUL BARRETT	Maintenance Manager	barrett_teampano@hotmail.com
JEAN MATHESON	Recreation Centre/ Lost and Found	reccentre@msvillas.com
GENERAL INQUIRIES		info@msvillas.com
FRONT DESK		frontdesk@msvillas.com
WENDY EVANS	Social Media	wendye@msvillas.com

Oct 20, 2023

Please find enclosed our 2023 Fall/Winter Newsletter, a summary of our projected 2023 operating expenditures and the budget for 2024. The budget is in line for year end.

Some of you may have heard about the sale of Fairmont Hot Springs Resort to a company based out of Vancouver called Aldesta Hotels and Resorts. The company took over the property in June of 2023. Going forward until late fall 2025 Fairmont Villa Management will continue as usual as your dedicated Management Company and will keep all owners updated if there are any changes.

With the cost of living still creeping up over the last year, we worked out our budget as best as we could to keep the maintenance fee as low as possible for the owners. In 2024 the increase is based at 2.8% to bring the cost of a one bedroom to \$764.00 and a two bedroom to \$874.00. We are working at 37% below the provincial average in British Columbia. Doing a survey of several resorts throughout Canada we are one of the lowest rates for maintenance fees.

Refurbishment will always be a work in progress to the villas on an as needed basis. All roofs to date have been replaced for the 116 villas, the recreation center, and the maintenance shop. Thanks to our painter/ handyman Johnnie for a new paint refresh on the recreation center and all the villas interior and exterior paint as well.

As I've mentioned in the past it takes a whole team of individuals to make Mountainside Villas a home away from home for the owners. Housekeeping, grounds, maintenance, recreation center, laundry, administration all work in unison to provide the best experience for every visitor that comes our way.

I would also like to acknowledge our behind-the-scenes worker and CEO David Dupont for his continued and loyal service overseeing all aspects of the Villas away from the office. Should you have any comments or questions please feel free to email David at Bar4d@shaw.ca at any time.

In closing, I am sincerely wishing you all the very best for the 2023 Holiday Season and a very Happy New Year. May 2024 be safe and prosperous.

Yours truly,



Don Seabie
President

**FAIRMONT VILLA MANAGEMENT
STATEMENT OF OPERATING PROJECTIONS**

	PROJ YEAR END		PROJECTED	
	2023	2023.00	2024	
		UNIT / WK		UNIT / WK
SALARIES AND BENEFITS	\$1,893,650	\$320.09	\$2,092,663	\$353.73
REPAIRS & MAINTENANCE	104,000	17.58	130,000	21.97
SUPPLIES	140,000	23.66	155,000	26.20
HYDRO	425,000	71.84	430,000	72.68
PROPANE	70,000	11.83	80,000	13.52
PROPERTY TAXES	80,000	13.52	90,000	15.21
UTILITIES, ROADS & WASTE	163,000	27.55	167,000	28.23
INSURANCE	215,000	36.34	240,000	40.57
RELINQUISHED PROVISIONS	80,000	13.52	80,000	13.52
GENERAL ADMIN. & OFFICE	67,500	11.41	69,500	11.75
AUTOMOTIVE	65,000	10.99	70,000	11.83
LEGAL & AUDIT	35,000	5.92	35,000	5.92
AMORTIZATION	22,000	3.72	22,000	3.72
BANK SERVICE CHARGES	90,000	15.21	95,000	16.06
TELEPHONE & FAX	7,000	1.18	8,000	1.35
POSTAGE	8,000	1.35	8,000	1.35
SOCIAL & RECREATIONAL	0	0.00	1,000	0.17
CABLEVISION	35,000	5.92	40,000	6.76
TRUSTEE FEES	60,000	10.14	65,000	10.99
NEWSLETTER	0	0.00	0	0.00
FIREWOOD	0	0.00	0	0.00
MISCELLANEOUS	2,000	0.34	15,000	2.54
DEFICIT RECOVERY	0	0.00	0	0.00
TOTAL EXPENSES	\$3,562,150	\$602.12	\$3,893,163	\$658.07
MISCELLANEOUS INCOME	172,100	29.09	148,500	25.10
NET OPERATING COST	\$3,390,050	\$573.03	3,744,663	\$632.97 (A)

(A). THIS AVERAGE TRANSLATES AS FOLLOWS

	1 BEDROOM VILLA	2 BEDROOM VILLA
BASIC FEES	\$572.71	\$658.81
REFURBISHING CONTRIBUTION	\$60.00	\$65.00
MANAGEMENT FEES	\$94.91	\$108.57
	\$727.62	\$832.38
5% GST	\$36.38	\$41.62
TOTAL 2024 FEES	\$764.00	\$874.00



WE WISH EVERYONE WELL AND AN
ENJOYABLE FESTIVE SEASON

AND

LOOK FORWARD TO SEEING YOU ALL
AGAIN IN 2024

