

2001

Newsletter



www.villagewestresort.com

www.sunrisecove.com

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CANDIDATE PROFILES SOUGHT FOR BOARD SEAT IN NOVEMBER

The Sunrise Cove Nominating Committee Chairman, Mike Hoepfner, is requesting that any member of the Association interested in becoming a candidate for election to a seat on the Sunrise Cove Board of Directors, submit a Candidate Profile to the Nominating Committee.

The Profile must be received no later than Friday, August 24, 2001. There will be one (1) seat open. All candidates must be owners in "good standing" with the Association and are required to use the following format when submitting his or her Candidate Profile:

CANDIDATE'S NAME

Residence: (City and State)

Occupation:

Experience Highlights: (Limit to 75 words of less)

If elected, my goals and objectives would be: (Limit to 75 words of less)

Please Send All Candidate Profiles To

Sunrise Cove at Village West Resort
Attn: Nominating Committee
16010 Highway 86
P.O. Box OR
Spirit Lake, IA 51360

OSCAR HAS BEEN LAID TO REST.

THE MAIN EVENT BAR & EATERY is now open, operated by MEL-LLC, Lynda Bryan and Eric Ostovic. We are very excited and anxious to finally have the restaurant and lounge back in business. The remodeling is complete. New Menu and Wine selection. Hope to see each of you soon.

NOTICE OF ANNUAL MEETING OF SUNRISE COVE TIMESHARE ASSOCIATION, INC.

The Annual Meeting of the Membership will be held on Friday, November 2, 2001 at 9:00 a.m. at Village West Resort, located at 16010 Highway 86, Spirit Lake, Iowa. Members are encouraged to attend.

MEET THE MANAGER MEETING

Meetings are held every Thursday at 9:00 a.m. in Betsy's Diner Party Room. Everyone is Welcome to Attend.

NEW LOCATION FOR STONES THROW SHOP. All three of the Stone's Throw Shops have moved to a new, more spacious location at Village West Resort. Almost 5,000 sq. ft. of Men's and Women's Sportswear, from your favorite brand names to fun styles you'll love trying on! Come see our large selection of sandals and shoes for the whole family. Add a touch of class to your home with all new décor and gifts. Children will enjoy the collection of adorable animal menagerie. Stone's Throw is also Okoboji headquarters

Located adjacent to Betsy's Diner

THE BOATHOUSE is operated by Steve and Sue Wood. They are offering a full convenience store, fishing supplies, boat hoist rental and 24-hour gas pump service. All new watercraft, speed boats, fishing and pontoon boats are supplied by Mau Marine. Boat rentals are priced the same as last year and include gas. The boat ramps at Emerson Bay and Triboji Beach will be used. They look forward to meeting all of you on your next vacation.

ATTENTION ALL SUNRISE COVE UNIT OWNERS

We want to take this time to Thank all Sunrise Cove Unit Owners for their help in keeping our Resort a well-kept and respected place to visit, however, we would like to remind everyone of the following resort policies.

- 1) Required age for Hot Tub use is 12 and over. Please help us by not allowing small children play in the Hot Tub. We have signs posted as a reminder.
 - 2) Children still in diapers need to wear Swim Diapers. These are available at the Front Desk and in the pool area. It is very inconvenient to our guests and costly to the Resort when the pool has to be shut down.
 - 3) For safety reasons we have posted a sign in the New Fitness Center restricting anyone under the age of 12 unless accompanied by an adult to be in the Fitness Center. We ask your help to prevent any unnecessary injuries.
 - 4) Pool Towels are available for your convenience in the indoor pool area. When leaving the pool area, please return the towels, otherwise you could be charged a \$5.00 towel fee.
 - 5) Check-Out Time is 10:00 a.m. We especially need your assistance and understanding with this. Our housekeeping department has approximately 6 hours to turn this Resort over for check-ins at 4:00 p.m. I think you understand how frustrating it is when your unit isn't ready when you arrive to check-in. This is just being considerate to your fellow unit owners.
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- 6) In accordance with the Sunrise Cover Owner's Document By-Laws, we ask that you comply with the following procedures when preparing to check-out. Please refer to your check-out procedures received at check-in. If your unit is left in disarray you could be charged \$ 75.00 as an additional Housekeeping Fee.
 - a.) Gather all sheets, pillowcases, bath towels and all kitchen towels and place them in the bathtub.
 - b.) All dishes shall be washed and put away.
 - c.) Dispose of all food.
 - d.) Place garbage in its appropriate location according to unit.
 - 7.) When checking out we ask that you return all keys issued to you at the time of check in. If all unit keys are not returned at check-out, you will be charged \$15.00 per key replacement.
 - 8.) Towel and Linen Exchange can be done Monday thru Friday- 9:00 a.m. to 12:00 p.m.
and 12:30 p.m. to 3:00 p.m.
Saturday and Sunday-no exchange available

We want to keep Village West Resort a clean enjoyable place to stay, and we do appreciate your help. Our goal is to make the Resort operations run more efficient and effective, keeping cost to a minimum. However without your help, it cannot be done. We thank you for your continued support and cooperation.

NEWLY REMODELED AND RELOCATED RECREATION AREA. Village West is pleased to announce that the new indoor recreation facilities are completed. We have a new Village Hall offering more space, activities, games and a new indoor miniature golf course. Golf and Ping Pong ball machines have been installed for your convenience and to assist with replacement cost of disappearing balls.

The Indoor Pool is just beautiful. A wading pool for families with small children, carpet runners, new drainage system, relocated attendant desk and more. A must to see.

Finally, the Fitness Center has been moved upstairs adjacent to the Indoor Pool. You can work-out while overseeing the pool area and the lake. The center is equipped with a variety of equipment to suit all your work-out needs.

RECREATION DIRECTOR WANTS YOUR IDEAS! The goal for this year is to create an activity schedule designed for all ages. That means we would like you to tell us what you think would be fun. Maybe you have seen something at another resort or maybe we took your favorite activity off the schedule and you would like it back. Now is the time for your input. Please send us your suggestions and ideas.

LIBRARY BOOKS NEEDED!

Our library is in need of new reading materials. We will gladly accept your donations of books and magazines.

RENTALS AVAILABLE. We want you to enjoy your time with us no matter what activities you prefer. To help insure that you can take part in those activities, we provide a number of equipment rental options: bicycles, fishing equipment, swimming toys, board games, videos and more.

For more information on the rentals and activities that are available, speak to our recreation director.

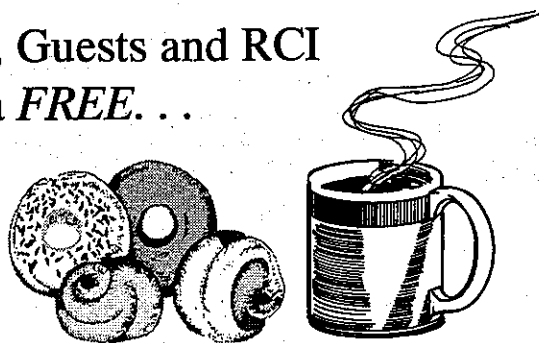
RON'S FISHING GUIDE SERVICE is available to help you catch the big one. He specializes in walleye fishing. For information, contact the front desk or extension 463.

VILLAGE WEST PET POLICY. Village West Unit Owners are reminded that there will be a daily fine assessed to anyone that brings any type of pet on property. The front desk has a list of local kennels available for your convenience. Also you need to advise visiting family and friends of our pet policy as well. Thank you for your continued cooperation.

Sunrise Cove

Welcomes all Owners, Guests and RCI
Vacationers to a *FREE* . . .

Coffee & Donut Party every
Monday at 9 a.m. in the
Vacation Room (Level C)



MINUTES OF BOARD OF DIRECTORS

A meeting of the Sunrise Cove Board of Directors was held at Village West Resort on the 10th day of May, 2001.

Directors in attendance were Mike Hoepfner, Rod Black and Dale Goodman. Representing management were Ellie Albrecht, Ron Carson and Deb Taylor. Sunrise Cove Owner Phyllis Hintz also attended. Board of Directors absent were Robert Lamm, Jon Martin and Tom Underwood. The meeting was called to order by Mr. Hoepfner at 9:00 a.m. in the Forsyth Room of Village West Resort.

Mr. Goodman presented letters of resignation from Mr. Martin due to business reasons and Mr. Lamm due to health reasons.

Mr. Goodman stated that there was a quorum of the board of directors present.

Mr. Goodman presented the minutes for approval of the board meeting held November 2, 2000 and the organizational meeting held November 3, 2000. Motion made by Mr. Black and seconded by Mr. Hoepfner to approve minutes. Ayes: 3 Nays: 0. Motion approved.

Ellie Albrecht reviewed the resort operations and summarized the many resort improvements made throughout the winter months (kiddie pool, village hall, recreation desk and Stones Throw Shop. Mrs. Albrecht said she has received excellent comments from Sunrise Cove owners and guests of Village West Resort regarding the changes. Mrs. Albrecht stated that Indian Hills Golf Course has been added to the Gold Card list. She also reviewed the RCI scores for April, which were down from previous months most likely due to the pool being closed and construction at the resort. Mr. Goodman commented that scores in Lane's comment card system show that guests have a 100% willingness to return to the resort.

Ron Carson gave a maintenance report to the board of directors summarizing the capital replacements accomplished thus far in 2001 in the Sunrise Cove units. He also listed projects to be completed at the Resort over the summer and fall months. He reported the kitchen improvement project in all one-bedroom units is complete.

Mr. Goodman reported that Mr. Dan Dykstra confirmed that bonus weeks should remain as floating weeks. No further discussion required on this matter.

Mr. Goodman reported that 2001 unpaid maintenance fees have been sent to Meridian for collection. He explained who Meridian is and that the focus of their work is to preserve the relationship between the owner and the resort.

Mr. Goodman reported that the total expenses, thus far in 2001, are below budget. New L-unit maintenance fees will help with the revenue. He reports that Lane Hospitality executed a letter of engagement with the same CPA firm to complete the 2000 audit. It should be completed by June.

Mr. Goodman distributed a copy of the audit of ARDA-ROC. He explained that the 2000 annual meeting board of directors minutes will be approved at the 2001 annual meeting. Also stated that the new movie system for the resort is in the final stages.

Mrs. Hintz had questions for the board of directors regarding the indoor pool ventilation system, drainage in restrooms at the indoor pool area, boat ramp situation, outdoor pool, new condominium road access, marina and boathouse, and Manhattan Beach.

Mr. Goodman thanked Mr. Hoepfner and the staff of Village West Resort for the improvements done at the resort over the winter months.

RESERVATION/FRONT DESK

1. 2001 Owner usage cards were mailed with in the 2000 fall newsletter. If you need another one, please call the reservations department to request an additional card, and to verify your correct address.
2. Just a reminder that check-in is 4:00 p.m. and check-out is 10:00 a.m.
3. **PLEASE NO LATE CHECK-OUTS!** However, please feel free to stay on property and enjoy the many amenities once you have checked-out.
4. We offer a wait list for all owners who are requesting Bonus Time. The current wait list policy is as follows:
 - No more than 10 people on the wait list.
 - If an owner currently has a reservation and would like to request a larger unit(upgrade) or an additional reservation, they will not be placed on the wait list. In order to receive an upgrade, you must call back periodically for availability.
 - New Bonus Time Rate (effective February 1, 2001).

Studio Suite	\$ 40/Night	One Bedroom Spa	\$ 65/Night
Executive Suite	\$ 55/Night	Two Bedroom Townhouse	\$ 60/Night
Studio Spa Suite	\$ 55/Night	Three Bedroom Townhouse	\$ 85/Night
L Row -B	\$ 40/Night	L Row -AB	\$ 85/Night
One Bedroom Suite	\$ 55/Night	L Row 14-15 A OR B	\$ 85/Night
L Row -A	\$ 50/Night	L Tow 14-15 AB (4 bdrm)	\$170/Night
Mansion	\$105/Night	Rustic	\$105/Night
8. Upgrade costs are determined by calculating the difference between what your credits are worth and what you would like to upgrade into. The upgrade rate is nightly.
9. Bonus Time guidelines
 - 0-14 days prior to arrival date to request Bonus Time
 - Additional Bonus Time reservations may be requested 10 days prior to arrival date (2 reservations may not be booked 14 days prior).
 - Credit Card required for ALL reservations.
 - Cancellation policy 72 hours prior to arrival.
 - Bonus Time is based upon availability.
 - First come - First served basis.
10. If you are not current on maintenance fees, **No** usage is permitted before you are paid in full.
 - You may not Bonus Time Pool your week
 - You may not bank your week with RCI
 - You may not stay for owners week
 - You may not enter unit into Rental Program
11. If you bank your owner unit with RCI, and when you are not current on maintenance fees, your unit will be disallowed out of RCI. Once your maintenance fees are paid in full, you must call RCI and re-deposit your unit with them. Keep in mind of the RCI's 2 week prior deposit policy.
12. The Reservations department can NOT deposit your week with RCI. Each owner is responsible for their own deposits.
13. Reservations Office Hours-
 - 8:00 a.m. – 5:00 p.m. Monday – Friday • 8:00 a.m. – 12:00 noon Saturday • Closed Sunday

Referral Program/Form

We have a new Referral Program in effect starting August 1, 2000. If you have a referral who purchases, you will receive:

\$200 Pre Red Week
\$150 Shoulder Red Week
\$100 White Week
\$50 Blue Week

Owner Name _____ Owner Number _____

Friend's Name _____ Phone _____ E-mail _____

Friend's Name _____ Phone _____ E-mail _____

Friend's Name _____ Phone _____ E-mail _____

