

In this Issue >>>

- Delcanto Opening
- Resort On Site Services
- Owner Services



QUARTERLY NEWSLETTER

JUNE 2010



Delcanto Opening!

We are very happy to inform all of you that Delcanto Resort will be opened for Owner's inspections and the beginning of Owner Handovers starting on September 20, 2010. As the opening date becomes much more firm, we will notify each and every one of you personally and by an interim newsletter.

To find out more about your management company, please go to www.LaTourHotelsandResorts.com.

We have upgraded our website and now have a great deal more information about our company.

Following is a summary of the on property services you can expect as owners of the Delcanto Condominium Resort as well as some special Owner Services you may wish to use during your visits.



LaTour Hotels and Resorts

Resort On Site Services

Having been to the property several times over the last few weeks, I have become very excited. This is due to the fact that Delcanto is really starting to take shape and one can actually envision the quality and character that is beginning to emerge. Therefore, I thought it would be a good idea to let you know in advance the range of services that you can expect when you arrive to the resort for the first time:

- Reception and Valet – there will be a 24 hour presence in the Reception area, complete with Concierge, and Car Park Valets
- Security will be present throughout the resort 24 /7 and the resort will be maintained constantly with Common Area Staff, Gardeners, and Pool Valets
- The Gymnasium will be open and operating
- There will be a Children's Activities Program during the Holiday Season
- Food and Beverage Services will be available starting in December for the holiday season. The Concierge can assist you with suggested dining options
- There will be a full time General Manager Administrator, and Accounting Staff to assist owners with any issues or questions they may have with the handover of their respective units
- The Resort will offer unique Concierge Services designed to allow you to get the very most out of your time at the property and to literally hit the ground running (or resting!). Here's how:
 - Before your arrival, the Resort Concierge will contact you, to determine your specific needs upon your arrival. So you won't need to worry about notifying us – we'll be way ahead of you!
 - The following are some of the things that can all be prearranged;
 - Complimentary Arrangements
 - (* User Pays For Any Services Rendered)
 - Baby Sitting*
 - Golf Tee Times*
 - Boating or Fishing*
 - Auto Rental*
 - Dining Reservations*
 - Airport Pickup and Transfer*
 - Airport Valet Service*
 - Spa Services*
 - Arrival Orientation, Welcome Drink and Activity
 - En Suite Preparation (Air conditioning on, music on, etc.)
 - Unit Pre Stocking with your favorite items already waiting for you when you arrive (Charged at cost plus small commission)
 - Private Parties in your Condominium, with everything prepared right in your residence for your guests with pre arranged menus

Owner Exchange Program

LaTour Hotels and Resorts operate an exchange program called Platinum Concierge. This program allows owners to be able to exchange a week or two of their time each year or whenever they desire, to visit other deluxe resorts in the Platinum Concierge Exchange Program. Currently we have at least a dozen resorts from which you can choose, and if you want to consider the Club 2 Club Program, we have up to 90 different resorts from which you can choose. Neither program has any membership fees, annual fees, or subscriptions.

While the Platinum Concierge program is at a higher level, it is also a program that is owner driven – so you can handle the entire thing from the comfort of your office or home. Exchange fees for Platinum Concierge are \$250 per week. The Club 2 Club program is more expansive and broader. These resorts may range from other condominiums to timeshare resorts, and the weekly exchange pricing is more modest, beginning at \$99.

There will be more about this program which we can share with you as we begin to get the resort staffed up in anticipation of the opening. In the next Newsletter, we will do a more comprehensive breakdown.

Owner Rental Program

Now that we have a more firm opening date on the horizon, we can begin to start talking about the Owner Rental Program. The Program allows owners who wish to put some of their unused time into our Owner Rental Program and to try to generate some income which will help offset some of the ongoing operating and maintenance fee costs. Our program is called Suite Getaways.

Before too long, Suite Getaways will send each owner an agreement outlining the requirements of the program and the rules and guidelines surrounding it. We will be happy to take your unit into our program, and to make every effort to generate income for you. The agreement will be for a three year period, and if you sell your unit while in the program, any rental already booked must be honored. We will also move those bookings to other owners if possible so that there are no encumbrances on the residence.

We employ advanced technology and a Five Star level of Marketing and Sales expertise, to drive as much occupancy into your residence as possible. For those residences that are accepted into the program, we do require that certain minimum levels of linens and supplies are provided, and this information will be shared with you at the time of your enrollment.

Before enrollment, our management team will inspect your residence and determine what, if any, improvements will be necessary for your property to qualify. If improvements are necessary, we will advise you and estimate what the potential financial impact might be, before getting started on the actual work.

And while we do not have restrictions on the time you can use your residence even when it is in the rental program, we are sure that you are aware that extensive owner use will have an impact on the amount of income we are able to generate for you – especially if you are taking key vacation time for your personal use.

The income we generate for owners is divided into two parts, on a percentage of 20% of the gross revenue going to the management company for their efforts and service, while 80% of the gross revenue is returned to the owners. From the owners 80%, all of the operating costs of participating in the program must be deducted, so things such as Sales and Marketing Costs, Travel Agent Commissions, the owners pro rata share of staffing and manning costs related to their individual residence, and utility costs, to name some of the more expensive items.

We do not pool income, rather we pay to each owner the income generated for their specific unit, and our technology used in this program assures a fair and equal rotation of inventory, based on quality and number of bedrooms, so that all rental guests are exposed to each unit based on a mathematical formula. Plus Delcanto provides a technology which allows owners to view their rental activity, any complimentary room use, as well as any maintenance work that is taking place within their residence, so that owners can see at all times, the activity that impacts their residence.

Directory of Services >>>

Off Site Member Services (Currently San Diego, California)

1.619.683.2470 Extension 1501

jsmall@resortcom.com

Maintenance Fee Questions

To Be Advised at the appropriate date

