

SANDSCRIPT

Dunes Expands Club Services



There are so many positive things happening at the Dunes Golf & Tennis Club, it would take an entire newsletter to fill you in on all the exciting details! New partners at the Club include the Sanibel Captiva Conservation Foundation, which recently hosted several guided nature tours by SCCF wildlife specialists, followed by a dinner at the Club for \$30. Each event was sold out with a 15-person waiting list. The tours will be held again in the fall, according to Sean Baillet, General Manager of the Club.

In addition to the elegant transformation of its interior, The Dunes Steak & Seafood House has a new mouth-watering menu specializing in steaks and local fresh fish. Lunch is served from 11 a.m.-3:30 p.m. and dinner from 5-10 p.m. They are the only Sanibel/Captiva restaurant to feature Certified Angus Beef.

Enjoy dining indoors or on the green side patio. If you are planning a family reunion or special event, they will deliver catered items to the resort, or you can enjoy them in their open-air pavilion.

Tortuga Owners receive 7-day advanced golf reservations, 15% off golf shop merchandise and 15% off food orders in the restaurant. Check with Sean at 239-472-2535 or visit their website at www.dunesgolf-sanibel.com for other news.



Cindi Celebrates 25 Years!

In reflecting on her 25 years at Tortuga Beach Club, Cindi Koehler says time REALLY does fly by when you're having fun. Cindi started in reservations with a former company affiliate and in 1986 took on responsibilities as the Front Desk person at TBC and was later promoted to Assistant to the Resort Manager.

"Over the years, you become bonded to the Owners and their families," she admits. "In many ways, serving in this role and meeting with the guests on a daily basis is almost like being on vacation with them. Their happiness flows into your own. It's a wonderful job."

After working side-by-side for 25 years, Resort Manager Betsy Cain says, "She is an integral part of the staff, dedicated and highly conscientious. Among her many skills, Cindi is a champion at helping Owners who need to switch units for health reasons, extending considerable effort to ensure that everyone involved is happy. She does the same for rental guests, matching requests with appropriate units. Her penchant for detail and efficiency surfaces when she takes a call from an Owner requesting a repair, being sure she has all the details needed for the maintenance staff. She has gracefully matured into her position and is highly respected by the entire staff."

Cindi's husband Kevin is the maintenance supervisor at Sanibel Cottages. She has a son, daughter, step-daughter and three grand daughters. A sincere Congratulations is extended to Cindi on her super service to Tortuga Beach Club and its Owners.

Order Cookbooks By May 15

The deadline for publishing the TBC Family Favorites Cookbook is around the corner. We have already received over 400 recipes from our Owners. But now we are asking you to contact the resort if you plan to order one of these keepsake treasures, which we will sell

onsite. The more we print, the lower the cost.

Please call the resort at 239-472-0400 or send us an email with the number of books you plan to purchase. You can email your order to bcain@hgvc.com. Having an idea of how many we will sell will help us negotiate the most

favorable printing price, which we estimate to be around \$25. The pre-order deadline is May 15. Sales proceeds will benefit the Beautification Fund. We reserve the right to select recipes for publication.

President's Letter

To keep you updated on projects completed this year, the main work will focus on the renovation of the kitchen cabinets and counter tops in Buildings A, B, and C, scheduled to begin in the spring maintenance weeks. Additional renovations and painting of all units will revitalize the interiors with a fresh, crisp and contemporary appearance.

For about two weeks during May the spa will be closed while contractors make drainage improvements. It is important to understand that this is a federally mandated project that will improve safety conditions. Please be patient during this time.

Other additions will include installation of 42" flat-screen televisions as well as new living room drapes in all buildings. Buildings D, E, F and G will receive new dishwashers and beachside stair treads - expected at the end of May. Washers and dryers will be replaced in buildings F and G.

During the recent voting for your Board of Directors, all three Board Members were re-elected. Thanks for your vote of confidence. However, please be aware that only 41% of our Owners returned their proxy votes; it's imperative that we increase this percentage.

Your Board sincerely appreciates the resort employees for their longevity and dedication to their jobs. Don't forget to send Betsy your pre-orders for the cookbook by May 15. They would make wonderful Christmas gifts for your family and friends who know how much you love Tortuga Beach Club.

Bonnie Dehn, President



Memorial Donations Mount

We are delighted with your generous donations to our resort Beautification Fund, established to pay for flower/plant replacements not totally covered in our budget. A sincere "thank you" to everyone who has donated to date! Last winter we lost more palms due to cold weather but through the generosity of our Owners will be able to replace some of them.

Once again, there were so many donations in honor of Milli Jones that it would take pages to list them. She would be so proud! Thank you to everyone who remembered Milli with a generous donation to this fund. In the near future, we will be designating a special area as "Milli's Garden" with a granite bench, surrounded by Milli's favorite plants.

Donations have been received from Dorothy McKee to honor Ken Morgan's retirement from the ministry; from Charles Dunn in memory of his wife Gwen; from Hugh and Jean Welch in memory of Gwen Dunn and from Jim Burner in memory of his wife Linda and Milli Jones. Additional donations were sent by Bonnie and Steve Litton and John and Melody Tronolone in memory of Nadine Grossman; from Tom and Sue Kroeschell in memory of Susie and Stanley Peirce; from Patricia Sullivan in memory of Milli Jones, Susie and Stanley Peirce and Gwen Dunn; from Margaret Chamberlain in memory of Susie Peirce and from BJ Thompson with fond memories of Susie and Stanley Peirce and from Katherine Zoufalik in memory of her parents Susie and Stanley Peirce.

Donations can be sent to the Resort Office in care of Betsy Cain. Please provide the name of the person you desire to honor. The resort staff will make plant selections on your behalf.

Special Notice

The Board of Directors will be holding a Board Meeting on Wednesday, October 12, 2011 beginning at 9:00 a.m. and continuing on Thursday, October 13, 2011 in the Recreation Room. The purpose of this meeting is to adopt the Budget and establish the Maintenance Fee for the year 2012. At this time, important decisions will be made for future resort purchases and improvements. The PROPOSED budget will be available for viewing online at www.hgvc.com/tortugabeachclub (under the NEWS tab) two weeks prior to the Board Meeting. A hard copy of the preliminary budget will be sent upon request. A copy of the 2012 Budget will be mailed to each Owner with your Maintenance Fee Statement following that Board meeting.

Sales Corner

After 24 years in timeshare sales on Sanibel (first with Captran, then Mariner and now Grand Vacations Realty), Joanne Peters is a respected and highly successful sales professional. She says she is privileged to work at Tortuga Beach Club, surrounded by a dedicated staff who serve many wonderful Owners.

Joanne told the SandScript editor that Tortuga Owner sales for the first quarter of 2011 reached \$519,000, in contrast to \$370,000 for the same time period last year. She attributes part of the increase to several large blocks of weeks she sold for some very happy Owners. Please contact her at 239-472-5044, or via email at jpeters@hgvc.com if you wish to list your weeks or add more vacation time. Joanne cautions you to beware of timeshare resellers who solicit you to sell your timeshares.





Manager's Update

Spring is here with summer just around the corner. We look forward to seeing you soon! Some tips for your next vacation ...

- Make sure the office has your correct email address, which is used in case of tropical storms and to conduct a survey after you leave the resort. We encourage you to participate in this survey.
- Equally important, please fill out your comment card from Santiva Housekeeping and drop it off at the office. This helps to ensure that the cleaners and inspectors are providing optimal service.
- Remember that cell phones and Key cards should not be stored next to each other as this will cause the cards to lose their codes.
- If you plan to check out prior to 7:30 a.m. on Friday, please stop by the office so we can put you on the housekeeping schedule and provide an envelope for your keys for the drop box.
- Also, if you are moving on Friday to another unit at Tortuga, or to another HGV resort, please notify the office by Wednesday.

Betsy Cain, Resort Manager

Wireless Upgrades

When Pyramid Software Solutions from Bonita Springs installed a wireless network at Tortuga about five years ago, the system was designed for people to check emails and surf the web on their laptops. Over time, however, more web features have become available along with more devices that connect to the web, like smart phones and iPads. To compound the problem, instead of a family bringing a single laptop on vacation, they are now bringing multiple devices, causing "over subscribing" and a strain on the older system.

Your Board has decided to greatly improve this situation and has asked Karl Schwaerzle of Pyramid to come to the rescue and install systems and equipment with three times the initial bandwidth to help manage the situation. He has also added smart switches that can see Internet traffic patterns and

distribute the bandwidth accordingly. The benefits to the Owners are more reliable service and higher quality signals. In about a year, Comcast will increase the bandwidth even more.

Note: Did you know that searches on mobile devices will overtake desktop search by 2013?



These beautiful large note cards featuring birds of Sanibel and Captiva are for sale at the Front Desk. The package of eight cards sells for \$12, with all proceeds benefiting the resort's Beautification Fund. Tortuga owner Rick Albrecht is the Owner who photographed the birds. He has also provided large photographs, available for \$20.

Trading Post

Week 24, Unit 119, 2001 or
Week 43, Unit 117, 2011
For Week 25, 2011
Kent Shirley
(937)238-9771
choiceresorts@gmail.com

Week 31, Unit 130, 2011 for
Week 27, 28 or 29
Mike and Barbara Lyon
10009 Villagio Garden Ln, #108
Esterro, FL 33928
(239)707-2646

Week 34, Unit 145, 2011 for
Week 30, 31, 32 or 33
Robert and Elena Armijo
(561)706-9237
robarmijo@juno.com

Week 37, Unit 144, 2011 for
Any week 23 thru 28, 2011
Jerry Turner
(618)233-4605

Week 39, Unit 107, 2011 for
Week 38 or 40, 2011
Anne or Ed Savage
(204) 783-9355
esavage@mts.net

Week 40, Unit 130, 2011 for
Any week 37, 38 or 39, 2011
Kelly Rekowski
(414)940-3121
kellyrekowski@gmail.com

Week 47, Unit 150, 2011 for
Week 45, 2011
George Hayhurst
(416)962-8115
wilsonpalmer@hotmail.com

Important Numbers

**Hilton Grand Vacations
Owner Services**
(407) 722-3144

Mon-Fri 8 a.m. - 7 p.m. EST
Sat 9 a.m. - 5 p.m. EST
Sunday closed

Tortuga Office

959 East Gulf Drive
Sanibel, FL 33957
(239) 472-0400

FAX (239) 472-6540

Mon-Fri 8:30 a.m. - 5 p.m. EST
Sat and Sun 8 a.m. - 4 p.m. EST
www.hgvc.com/tortugabeachclub

Sales Associate

Joanne Peters
Office (239) 472-5044
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JPeters@HGVC.com



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1509 Periwinkle Way
Sanibel, FL 33957



Meet the Goode family from Ft. Wayne, Indiana. Craig, Susan, Luke, Jake and Ella pose for the SandScript photographer. Susan, who is the daughter of Darcie and Bill Lentz, original Owners at Tortuga, proudly reports that she and her brother David (not pictured) have been vacationing at the resort with their parents since she was in the 8th grade! "We've had years upon years of wonderful vacation memories," she said, "and are now beginning the same tradition with our own children."

Keep Sanibel Pristine

The Sanibel Captiva Conservation Foundation (SCCF) has worked tirelessly for decades to protect the unique nature of Sanibel and Captiva and curtail excessive growth.

Last June they entered into a one-year option agreement to purchase the 28.3-acre Bailey Family Historic Homestead and wildlife habitat with a purchase price of \$4 million. SCCF needs to raise an additional \$400,000 to support the initial restoration and ongoing management of the land in perpetuity.

By March 14, total contributions had reached \$3.6 million but additional funds are needed by June 24 to protect the future of Sanibel. Log onto their website at sccf.org to obtain a donation form.



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