

# SANDSCRIPT

## Betsy Celebrates 25 Years of Service

Twenty-five years is a long time in the same job for anyone. But when you are doing something you love, surrounded by a dedicated and caring staff and serving families who have become an extended family, the years just zoom by.

On March 12th of this year, the entire staff and resident Owners joined Resort Manager Betsy Cain in the Clubhouse to celebrate her 25 years of service – first to The Mariner Group which developed and initially managed the resort – and then to Hilton Grand Vacations Company. During the celebration, she was presented a plaque from the Board for “25 Years of Excellent Service and Dedication to your Board of Directors and Staff.”

Betsy began her hospitality career at the front desk at Tortuga Beach Club. She was soon appointed assistant resort manager and has served as Resort Manager since 1988. Here’s how her journey began.

In August 1983, Betsy and Chris Cain visited Sanibel on their honeymoon, where her parents owned a condominium. Chris had a job offer from back home in Michigan (which included a free apartment) but Betsy still had a semester of college to complete.

During their honeymoon, Chris was offered a job at Sanibel Cottages. Since job prospects for Betsy were slim in Michigan, Chris accepted the job and Betsy followed on New Year’s Eve after receiving her degree in Business Marketing/Management. From that point, their careers would both lead them into the service of resort management and caring for Sanibel vacationers. (Today Chris is the Interval Manager for Casa Ybel Resort and just celebrated HIS 25th anniversary with HGVC.)

During the 25 years that have passed, Betsy has served as a strong leader to her staff, many who have been with her for most of her tenure. As the years have passed, she has helped her property

maintain the quality needed to be listed as Five Star and Gold Crown resorts year after year.

Consider this most unusual statistic: During her 25 years at TBC, Betsy has checked in over 42,500 families and orchestrated more than 900 Owner coffees.

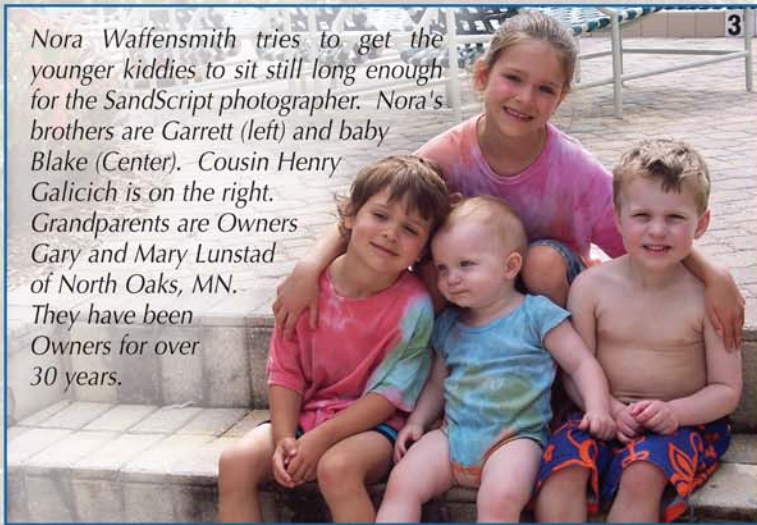
What has been the best part of her job? Betsy’s answer: “The people! We feel so lucky to have formed so many wonderful relationships with our Owners over the years. They have been with us through the birth of my son – now about to graduate from high school – hurricanes, and medical events. They have truly become our extended family. Now, we are seeing their children and grandchildren. Plus, my staff is just wonderful. We are truly a team. It’s been an amazing 25 years.”

According to E. J. Nees, Hilton Grand Vacations Company Director of Resort Operations, “It has been my pleasure to work with Betsy Cain over the past 25 years. She genuinely loves Tortuga Beach Club and takes pride in its appearance. I’ve heard many Owners say it keeps getting better each year. Indeed, many physical improvements to the resort have occurred over the years, from the color of the buildings to the addition of pavers. During this time we have also seen Betsy’s confidence and her abilities as a manager

mature. She isn’t afraid to take on problems and resolve them quickly and maintains her sense of humor throughout situations, while still remaining a professional. She is compassionate to both Owners and employees – some have worked with her for more than 20 years. Just as our Owners enjoy seeing the same management faces at their resort year after year, for our company it is wonderful to have Betsy on our team for so long. A hearty congratulations for your service, Betsy!”



Nora Waffensmith tries to get the younger kiddies to sit still long enough for the SandScript photographer. Nora's brothers are Garrett (left) and baby Blake (Center). Cousin Henry Galicich is on the right. Grandparents are Owners Gary and Mary Lunstad of North Oaks, MN. They have been Owners for over 30 years.



# Memorial Donations

We are continuing to invite Owners to make a generous donation to the resort's Beautification Fund in memory of a deceased loved one or family member or in celebration of a special event such as an anniversary or birthday. These donations are important since our budget does not cover all the flower/plant replacements we would like to have. As you can see by the photos in this issue, the flowering plants really do give the property the feeling of Paradise Found. As the program continues, the resort staff will determine specifically how the funds will be used.

In memory of Ross Brown, we have recently received a donation from Charles and Susan Vesel. Additional Beautification Funds have been received from Chester and Joy George in honor of Betsy's 25th year at Tortuga. Thank you all for your continued support.

To make a donation, send your check to Betsy Cain at the resort and provide the name of the person you desire to honor. Your donation will enable the resort to purchase additional plants and plant signage.

## New Entry Doors

Starting in mid-May of this year, Tortuga Beach Club will begin the installation of new entry doors to the resort's units and the storage rooms under each of the buildings.

The project is expected to last 30 days and will take place during the resort's regularly scheduled maintenance weeks. In some cases, units that are closed for maintenance will be located in the same building as occupied units. Doors will not be replaced in occupied units.

Workers will perform the project from 9 a.m. to 4 p.m. daily, with some Saturday work included. They will use battery-operated drills and saws, and the level of noise is expected to be minimal. As part of the project, painters will be on-site for two-to-three days and new locks and hardware will also be installed.

We apologize for any inconvenience this may cause our guests and we thank you in advance for your cooperation as we perform this necessary maintenance.



## Sealed Bid Sale

Due primarily to current economic conditions, we have had a recent increase in maintenance fee delinquencies and have had to take back several weeks. Your Board of Directors voted to place these weeks for sale exclusively for Tortuga Beach Club Resort Owners through a closed-bid process. Bids must be received by July 1, 2009.

Please note that we are NOT in the business of handling resales. Our main intention is to have Owners who will not be a burden to the association and who will continue to pay their annual maintenance fees.

The unit weeks that are available are listed below along with the minimum bid that the Board has established for each unit week. The 2009 maintenance fee is included in the minimum bid. Occupancy will be for 2009.

The buyer will be responsible for closing costs. Mail bids to John Hanson President, c/o Betsy Cain, Tortuga Beach Club Resort, 959 East Gulf Drive, Sanibel, FL 33957. Please mark your envelope "Closed Bid Sale." In the event of a tie, the earliest postmark will determine the successful bidder. The full amount of the sale must be paid within 30 days after the Board has accepted your bid.

Minimum Bid \$3,000	Min. Bid \$3,500	Min Bid \$4,750	Min Bid \$5,000	Min Bid \$6,000
Unit 117, week 36	Unit 117, week 34	Unit 152, week 21	Unit 133, week 25	Unit 139, week 47
Unit 126, week 37	Unit 128, week 34		Unit 115, week 41	Unit 133, week 48
Unit 129, week 37			Unit 121, week 42	
Unit 133, week 38			Unit 154, week 43	
Unit 136, week 39			Unit 141, week 49	
			Unit 139, week 50	

\* (Purchasers of 117/34, 128/34, 117/36, 126/37, 129/37 and 136/39 will receive an RCI exchange certificate rather than occupancy at Tortuga for 2009. They will also receive a complimentary RCI membership for one year, valued at \$89.)

# Trading Post

Week 25 or 27, Unit 154 for Week 47, upper unit  
Kathy Gagliardi • (732-739-2182) • kgags490@aol.com

Week 26, Unit 104, 2009 for Week 31 or 32  
Mario & Linda DeBerardinis • (856)764-7014

Week 46, Unit 105, 2009 for Week 44 or 48, 2009  
Rick & Colleen Ozment • (618)534-1721  
ozment@midwest.net

Week 12, Unit 140, 2010 for Week 9, 10 or 11, 2010  
Carolyn Hawks • (573)449-1908 • ccardon@aol.com

Week 12, Unit 147, 2010 for Week 11, 2010  
Sue McCann • (972)396-0144 • susiemac@tx.rr.com

## New Smoking Policy

Tortuga Beach Club now observes a no-smoking policy in each unit. Although we cannot force people not to smoke in the units, if they choose to disregard this policy, the resort management has been authorized to assess a \$300 cleaning charge when units smell of smoke after the Owner or guest departs.

This expense will pay for the additional cleaning required to bring the unit back to a non-smoking status and make the unit suitable for the next occupant. The cleaning may require unit-deodorizing, steam cleaning, deodorizing of drapes, upholstery and carpets, replacing and laundering linens and additional housekeeping fees.

This was unanimously approved by your Board of Directors at their recent Board Meeting. Approval was made in accordance with your condominium documents. You may view the Tortuga Beach Club Condominium Documents at [www.hgvc.com/tortugabeachclub](http://www.hgvc.com/tortugabeachclub).

If you MUST smoke, please smoke away from your unit. Thank you for your consideration to others.



Molly Herald enjoys some pool time in March. Molly is from Winnetka, Illinois and is the daughter-in-law of Lois Herald, who has been a Tortuga owner about 20 years.

## 2009 & 2010 Interval Calendars

This calendar is included for your help in planning future vacations. Please remember that all Owners are responsible for knowing the dates of the week(s) they own.

### Week Vacation Dates

Week	Vacation Dates
17	Apr 24-May 1
18	May 1-8
19	May 8-15
20	May 15-22
21	May 22-29
22	May 29-Jun 5
23	Jun 5-12
24	Jun 12-19
25	Jun 19-26
26	Jun 26-Jul 3
27	Jul 3-10
28	Jul 10-17
29	Jul 17-24
30	Jul 24-31
31	Jul 31-Aug 7
32	Aug 7-14
33	Aug 14-21
34	Aug 21-28
35	Aug 28-Sept 4
36	Sept 4-11
37	Sept 11-18
38	Sept 18-25
39	Sept 25-Oct 2
40	Oct 2-9
41	Oct 9-16
42	Oct 16-23
43	Oct 23-30
44	Oct 30-Nov 6
45	Nov 6-13
46	Nov 13-20
47	Nov 20-27
48	Nov 27-Dec 4
49	Dec 4-11
50	Dec 11-18
51	Dec 18-25
52	Dec 25-Jan 1

### 2010 Week Vacation Dates

1	Jan 1-8
2	Jan 8-15
3	Jan 15-22
4	Jan 22-29
5	Jan 29-Feb 5
6	Feb 5-12
7	Feb 12-19
8	Feb 19-26
9	Feb 26-Mar 5
10	Mar 5-12
11	Mar 12-19
12	Mar 19-26



Hilton Grand Vacations Company  
1509 Periwinkle Way  
Sanibel, FL 33957

Presort  
First Class  
U.S. Postage  
PAID  
Permit #419  
Fort Myers, FL

# Board Seeks Input on Dunes Privileges

As part of your Tortuga Beach Club ownership, you enjoy complimentary greens fees and other service offerings at The Dunes Golf & Tennis Club. For years these privileges have been considered a positive “selling point” for Owners and renters. However, there are costs associated with these privileges that are built into your annual maintenance fees.

As we look for ways to save money, based on Owners’ comments and our obligations as a Board, we are seeking Owner input regarding how often – and to what extent – the Dunes privileges are used. The Board is especially interested in receiving responses from the enclosed card.

Please take a moment to mail your completed enclosed “survey card” to Tortuga Beach Club by placing a 27¢ stamp on the self-addressed card. After May 11th the postage will be 28¢. **Please return by May 31st.**

Your feedback is important to the Board of Directors as it examines the value your association receives from its agreement with The Dunes, and whether an alternative or scaled-back agreement should be pursued with the Dunes, or at another golf club. Please keep in mind that if costs for The Dunes privileges are reduced in the annual maintenance fees, there would likely be “user fees” associated with many of the services at the Dunes Club.

But a very important note to be made is that this survey

is **not** intended to eliminate the golf membership, because a golf membership is required by your condo association governing documents. The intent of this survey is to determine **if** we, as an association, have an opportunity to reduce our Dunes fee based on usage. Currently our maintenance allocations for the Dunes membership are based on a fixed fee, not based on usage. This survey does not guarantee that our fees will be reduced, but it will give us the statistical information we need to open discussions with the Dunes concerning our fees in the future.

*Your response is important in this matter and appreciated.*



## Election Results

The three Board Members who were seeking re-election to the Tortuga Beach Club Board of Directors, Jim Burner, Bonnie Dean and Beryl Munson, have all been retained in office for another two years. Congratulations! We received votes from 52% of our Owners. We needed 51% affirmative votes to ratify the bylaws. Thanks to everyone who responded.