

# ¿QUE PASA?



## NEWSLETTER

<p><b>Meet the New Guys</b>  <i>See the bios on several new key employees at the Inn.</i>  <b>Page 2</b></p>	<p><b>The New Papagayo</b>  <i>Better food, better service, better accommodations. Better try it!</i>  <b>Page 2</b></p>	<p><b>Helpful Hints</b>  <i>Great tips for a better vacation ownership experience</i>  <b>Page 3</b></p>	<p><b>Holiday Management</b>  <i>Read about who they are and what they can do for you.</i>  <b>Page 4</b></p>
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### New and Improved!

Wow! This past year brought a lot of changes to the Inn at Mazatlán. If you follow us on Facebook, you are already aware of some of the new things happening here at your resort. But if not, you will be surprised on your next visit. There are several new faces around the hotel, and several new changes to make your stay more enjoyable. And there are even more things still planned throughout the coming year.

We have created new sales programs that provide unprecedented flexibility in how you can use your weeks and expand your vacations. If you are already an owner (I'll bet you are if you're reading this newsletter!) we have some special deals and discounts not available to the general public - talk to your salesperson about it...

And best of all, we have a great new General Manager with plenty of experience in the business of making guests delighted with their vacations. You can already tell the difference among the staff, there is excitement in the air as we transform into a bright new and improved Inn at Mazatlán!

**Creighton Rider**  
 Chief Operating Officer

### So... is it safe to come?

*We are sure that this question has crossed your minds over the past year. For those of you who came last year, you realized that things are pretty much the same as usual and you were able to enjoy your vacation just like in years past. You will notice an increase in police and security patrols. While there are occasional cases of violence, like in most larger cities around the world, we have not heard of anything involving tourists, and by using some common sense and caution when out and about, your vacation should be just as normal and enjoyable as ever.*



*So come on down, and relax!*

### New Small Pool

The small pool by the Inca building was completely retiled this fall, and now has a beautiful new lighting system in it that changes colors, and a mosaic sun right in the center. See more pictures of it on our Facebook page!

### We're Going Paperless

Starting with this edition of the newsletter, we are going paperless. This will help us reduce costs and provide a faster dissemination of information to our owners. We recently contacted many of you to get a current email address, but still need many more. We will continue to use this channel to keep you informed of news, invoice by mail, etc. Please notify us of your email address or if it has changed recently so you don't miss out on important information. Thanks for your support!

## New Faces at the Inn



### **Sr. Alberto Andrade - General Manager**

Mr. Andrade is a graduate of Cornell's School of Hotel Administration and completed an impressive 22 years of consecutive service with Renaissance Hotels and Resorts, the last 14 years as General Manager of The Renaissance New York Hotel that garnished 13 consecutive Triple A 4 Diamond Awards. Prior to that Alberto was V.P. of Operations for Stouffer-Presidente Hotels of Mexico. Early in his career he worked for Westin and Hoteles Camino Real.



### **Sr. Carlos de la Rosa - Chef**

Chef Carlos de la Rosa was appointed Chef de Cuisine for Inn at Mazatlan in October, bringing a wealth of experience to this important position. Chef de la Rosa, originally from Mazatlan, previously worked at Marina El Cid, Pueblo Bonito. He was educated at various culinary schools in Guadalajara and has had a special interest in Mexican high cuisine with a great knowledge of the history of Mexico's Pre-Colombian gastronomy. We are very proud that he continues to teach among his duties at the Universidad Autonoma de Sinaloa where he can continue to direct future talent for The Inn.



### **Alejandro Castillo Valenzuela - Chief Engineer**

Ing. Alejandro Castillo Valenzuela was appointed as our new Chief Engineer. He is a graduate of The Engineering and Marine University of Mazatlan Sinaloa with a specialty in Refrigeration and Mechanical Engineering. Most recently he worked for 10 years as Director of Maintenance for Fiesta Land Holdings, which owns and manages a diverse portfolio of service and entertainment enterprises including Restaurants, Construction and several other entertainment venues.



### **Sra. Carmen Castillo Pacheco - Controller**

C.P. Carmen Castillo was recently appointed as our new Director of Finance. Carmen has been with us for the last 7 years working in accounts payable, receivables, time share and hotel budgeting and planning. Carmen previously worked at Suites las Flores, Operadora de Hoteles and Restaurantes and Impulsora Hoelera de Mazatlan, all in finance prior to joining us.

## Airport Transportation

For transportation service from the airport, we suggest PlayaSol

Tours, with whom

you can book

directly by

calling toll-free

1-888-707-2669 or by email at

[playasol@mzt.megared.net](mailto:playasol@mzt.megared.net). There is no

longer a "Transportation" window on the 3rd floor at the Inn. Please contact Playa

Sol for any airport transportation issues.



PLAYA SOL TOURS

## Coffee?

This year, we will reintroduce the free coffee in the morning in front of the Pergola. This old tradition was a great opportunity to grab a quick cup, and catch up with old friends just as your day gets started. Bring some small change with you if you want to grab a fresh pastry to go along with it.

Service will be available from 7:00 to 8:00am. Cups will be provided. No jugs or pots, please.

## What's New at the Papagayo Restaurant?



Plenty! Starting last fall, we hired a new food and beverage manager, Sr. Paco Rendon. If you have been to the hotel in the last year, you undoubtedly met this man. Elegant and professional, wild and crazy, Paco has spent a lot of time training his team of kitchen staff, waiters, busboys and hostesses to better attend to your every need. Soon you will see a new menu, new specials and new events during the week for your dining pleasure. Don't miss the new tableside salsa and guacamole, prepared right in front of you by your waiter.

Our brand-new Chef de la Rosa will be rolling out some fabulous new dishes this season so come hungry and try something new, or just order your old favorites. The buffet area has been expanded and opened up to provide more room. The entrance and the

Terrace have been re-tiled with a beautiful new slate. And now every Sunday we have a special deluxe Sunday brunch with an expanded buffet menu, champagne, and live music.

You will love what we have to offer!



## Helpful Hints

- ★ **Always** check The INN's timeshare calendar to verify your week prior to making airline reservations. If you do not have a copy of the timeshare calendar, Holiday Management will be happy to mail a copy to you, or you can view it online under the "Members" section at [www.innatmaz.com](http://www.innatmaz.com)
- ★ **REMINDER:** Timeshare use is always **Monday to Monday**. If you need additional nights, Holiday Management has great rates for extra room nights. *Red Season:* Weeks 1-16 and 42-52. *Summer Floating Season:* Weeks 17-41. *White Season:* Weeks 22-25 and Weeks 35-38. *Holiday Season:* Weeks 51-52.
- ★ Reservations for floating weeks may be made no earlier than **10 months in advance**. Maintenance fees for the year being reserved must be paid at the time of making the reservation, and **your account must be in good standing**. Please keep in mind that room numbers are assigned only at time of check-in.
- ★ No one may use your unit without your written authorization. If a guest or renter will be using your unit, please send a letter or email to Holiday Management including the guest's name and address. A reservation will be made under your guest's name and a confirmation letter will be mailed directly to the guest, which must then be presented at check-in. **This is required.**
- ★ If you have made an RCI exchange and are sending a guest in your place, you **MUST** obtain an official Guest Certificate from RCI. The front desk is now requiring that the name on the reservation is the same name on the RCI confirmation letter.

## No On-Site Soliciting

Recently, we have had some problem with guests or owners posting handbills or passing out flyers to other guests, advertising items or services for sale. This activity is strictly prohibited on the grounds and throughout the hotel. This does not preclude nor prohibit this type activity off the property, on the internet, or at home; the Inn can simply not condone any business conducted on it's property that could interfere with or detract from its own businesses. Please be mindful of this during your visit.

## One in Four Rule Explained

In 2006, The Inn began using RCI's "one-in-four rule", which means that RCI members can only exchange into The Inn once during any four year period. This tool was developed by RCI to help its timeshare resort affiliates maintain the integrity of the use of their properties and sales programs. This rule prevents non-Inns owners from exchanging into The Inn year after year and using your resort rather than buying with us, and also prevents white-week owners from trading into more valuable red weeks. The rule also applies to Inns owners who are RCI members and regularly trade back into The Inn each year. Please keep in mind that the RCI program is designed primarily for its members to exchange into thousands of other resorts around the world to help keep your timeshare ownership fresh and exciting. We do understand that Inns owners need flexible timeshare options from time to time. See the following articles to learn how these programs might benefit you! **Full program details can be obtained from Holiday Management by calling 1-800-262-0526 or email to [info@holidaym.com](mailto:info@holidaym.com).**

## Internal Exchange Program

For fixed week owners, if you wish to visit The Inn at a time different than your regular week, you may exchange your unit for the same type of unit in another week, on a space available basis. The exchange can be made up to 12 months in advance but must be made at least 60 days before your regular week begins. Maintenance fees for the year being exchanged must be paid in full prior to any exchange. A non-refundable/non-transferable fee of \$150 USD is due at the time of each exchange.

## Internal Banking Program – Save Money!

In our ongoing efforts to provide you with excellent customer service and maximum enjoyment of your timeshare ownership, we offer an Internal Banking Program for your Inn at Mazatlán timeshare weeks. Rather than trying to work through the RCI to bank your unit for future use at The Inn, you can now do it all directly through Holiday Management. This new program eliminates the issues that many of our owners had with the RCI One-in-Four Rule mentioned above and makes your ownership more flexible than ever.

## Still Need More Flexibility?

Times change and so do your needs. As our families grow up or our careers change, our vacation needs sometime change too. Those of you who originally purchased fixed time (same unit, same week each year) may wish they could come on a different week, or stay in a different unit. Many of you who do internal exchanges now pay \$150 or more per trade.

To make this easier for you who want more flexibility than your fixed week offers, we are offering an option to convert your red-week ownership from fixed-time to floating time for only \$450 for a limited time (same as 3 internal exchanges!). Two bedroom and white-week owners can also convert to float, but some restrictions may apply.



## About Holiday Management

Holiday Management, Inc., is our U.S. contract servicing and reservation agent in Salt Lake City, Utah. Holiday Management is an independent Utah corporation and is not the property management company nor a department or subsidiary of Inns de Mexico.

Holiday Management has been working with The Inn at Mazatlán for 20 years and is completely familiar with The Inn and its facilities and can help you with timeshare payments, reservations, common area charges, exchanges, rentals, and other matters. **Remember: Always consult your timeshare calendar when making travel plans—do not use a regular calendar!** A few things to keep in mind when making vacation plans: Common area charges for the year being booked must be paid at the time of making a reservation or internal exchange. Common area fees **for the year being banked** must be also paid **before** an RCI space bank deposit or an internal bank can be approved.

### Title Transfers

All ownership transfers are handled through Holiday Management. Transfer of title requires the original timeshare certificate of ownership to be completed, notarized, and surrendered before a new certificate can be issued. Replacement certificates can be obtained from Holiday Management for a \$25 fee. **Transfer fee is \$500 USD per week payable to Holiday Management. (fee is subject to change at any time without notice)**

### Third Party Credit Card Payments

Credit card payments for maintenance fees, exchange fees, or rental will no longer be accepted from third parties. In order to pay by credit card, the card holder must be an Inns owner or a registered guest. Credit card regulations prohibit us from accepting credit cards from persons who do not have a direct business or contractual relationship with us. If a family member, relative, or guest will be using your unit and paying fees on your behalf, please send written authorization so we can make a reservation under their name. We can then accept their credit card payment. We apologize for any inconvenience.

**Buyer Beware! All resales are NOT the same!** Be aware that some features do not transfer, and restricted use periods cannot be exchanged. If you are picking up a resale somewhere, call Holiday Management to verify what rights will transfer with your purchase. No transfer documents from resale companies will be accepted unless properly executed and notarized.

### Want live info?

*For more info, special promotions, and up-to-date*

*news about The Inn at Mazatlán, become a fan on Facebook. Just search for "The Inn at Mazatlán".*



### Inns de Mexico, SA de CV

#### Board of Directors

**R.W. Barnes** - Chairman and CEO

**Robert W. Barnes, Jr.** - President

**Susan B. Nielsen** - Vice President

#### Contract Servicing

*Questions about payments, coupon books, payoff amounts, account status, common area charges, or general information:*  
1-801-944-2282

#### Reservations

*For reservations, rentals, exchanges or RCI issues:*  
1-800-262-0526  
[info@holidaym.com](mailto:info@holidaym.com)

#### Dialing Mexico

*Front Desk:* 011 (52) (669) 913-5500  
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