

# ¿QUE PASA?



## NEWSLETTER

**Meet the New Team**

*See the bios on several new key employees at the Inn.*

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**Concord Servicing Corp.**

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### Letter from the President

Bienvenidos Inn at Mazatlan Family!

I am Robert Barnes and together with my sister Susan and our spouses, Pam and Dennis, will fill the shoes of my father, Warren Barnes, as the leadership team for the Inn at Mazatlan. Dad elected at the end of 2012 to take a breather from the day to day operation of the Inn. The four of us bring different life experiences and professional disciplines to this leadership team. In order to position the Inn for future growth, we are studying the markets and making necessary changes that will increase the quality of the Inn for the owners. You will see some of the changes first hand, such as the much needed beds, but other changes such as the new cooling tower, water heaters and phone systems exist in the background. One significant change that will affect each and every owner is the new system to make reservations and pay common area charges. These new changes are described on page 3.

The four of us are working hand-in-hand with our on-site management team as we continue our professional careers. Their valuable input has driven the changes to date and the many more exciting changes to come in the future. We are looking forward to a future of fun in the sun on the beaches in Mazatlan.

*Robert W. Barnes Jr.*

Robert W. Barnes Jr.  
President and CEO

### R. Warren Barnes Retires

President and Chief Executive Officer, R. Warren Barnes, Sr., who with his long time partner Wayne Thornton, had the vision to develop the modest 42 unit Hotel Cantamar into a Four Star luxury resort on what is unquestionably the finest beach location in Mazatlan, has



elected to retire. In December of last year, Warren handed the responsibility for the future direction of The Inn to his son Robert W. Barnes, Jr., and daughter, Susan Nielson. Robert, his wife Pam, Susan and her husband Dennis form the Board of Directors of Inns de Mexico. They all are accomplished professionals in their own fields and they bring a unique talent and vision to the resort.

## New Faces at the Inn



### Tere Higuera - Director of Finance

Tere Higuera joined us in 2012 as Director of Finance. Her experience covers 20 + years in such firms as Deloitte & Touche, El Cid Resorts in Mazatlán, Cozumel & Puerto Morelos. Moreover, she is a professor at the prestigious Tecnológico de Monterrey & holds the Vice-presidency position of the Institute of Accounts in Sinaloa.



### Luis Guerrero Memije – Chef

Chef Guerrero hails originally from Acapulco, Gro. with 10 years of instruction and practice from the Culinary Institute of Acapulco. He worked at the well known Camino Real in Acapulco and Pueblo Bonito Hotels in Los Cabos, BCS and Pueblo Bonito Emerald Bay Mazatlán; he has also been an entrepreneur opening Restaurants that have allowed him to specialize in Mexican, Oriental & Italian cuisines. Less than 4 months ago he joined our culinary team as Executive Chef.



### Sergio Alonso - Assistant Manager

A native of Mazatlan, Sergio studied at the prestigious University Autonomus of Guadalajara and began his career in airlines with Aerocalifornia; He then settled for more than 17 years in the Baja California Sur, specializing in 5 Diamond Hotels. He then worked at revered hotels such as The Bahia Hotel, Twin Dolphin, Las Ventanas al Paraíso, holding various positions in Guest Services with a strong orientation in operations, controls and guest service. He then joined our team in late 2012, in heading our guest relations team and hold the new responsibility of Assistant Manager.



### Yaid Gurrola – Restaurant Manager

Yaid is originally from Culiacán, Sin., where he began his career at the Holiday Inn Puerto Vallarta, then moved to the Mayan Palace for a few years, he then was named General Manager of the El Cid Club Members Restaurant for 5 ½ years. In 2012 we invited him to become the Food and Beverage Manager as well as the General Manager of the Papagayo.

## 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.



## Going Paperless

In our efforts to improve communications to our owners (all of you), and reduce waste, we are continuing to strive to use the Internet and email as much as possible. In order to assure that you don't get left out of timely and important news, please make sure that we have a good email address for contacting you. Check with our **Vacation Ownership Guest Services** department, and make sure that they have the correct contact information for you.

## Still Serving Coffee!

We are still serving free coffee in the morning in front of the Pergola. This old tradition is 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.



## Introducing Concord Servicing Corp.

In May we began using **Concord Servicing Corporation** as our new servicing agent for all of our US, Canadian, and Mexican owners. They are now responsible for billing and collection of monthly contract payments. Starting in October, they will be responsible for billing and collection of common area fees. **Until then, please call the Vacation Ownership Guest Service team regarding your common area fees.**

Concord is based in Scottsdale, Arizona, with offices in Mexico City, Orlando and Buffalo. They are the largest company of their kind, and they are known for great customer service. They offer access to accounts via phone or internet 24 hours a day. They will be sending out a "hello letter" in October to all of our owners, introducing new services and giving directions on how you can make your payments and access your account directly online. They have a multilingual staff who is available and ready to help you in regards to your common area fee or contract payments.

## Farewell to Holiday Management

After more than 20 years of great service, we bid farewell to Holiday Management, our timeshare servicing affiliate in Salt Lake City, Utah. Over the years, most of you have spoken at one time or another to Barb, Art, or Katrina, and more recently to Alysha and Jeremy. We wish them well in their new travel business specializing in cruise travel.



## Trip Advisor Ranks Us #1!

*In April, The Inn at Mazatlan was ranked number one among all of the Mazatlan hotels. Our team has strived hard to increase our ranking through improved customer service, attentiveness, expanded services, and increase quality. The results of this effort are demonstrated by great positive input from our guests and owners. But we won't stop there. Our motto "siempre mejor" (always better) demonstrates our commitment to continuous improvement. Thanks again to all of you for your support!*

## Meet Our New Vacation Ownership Guest Service Team



Anais Gil and Maria Estrada

**Maria Estrada**, who many of you already know as our front desk reservation agent at The Inn, has been promoted to manager of our new **Vacation Ownership Guest Services** department. Maria and **Anais Gil** will form this new department which will handle **all of your owner related issues**, such as booking your reservation, RCI exchanges, internal banking and internal exchanges, title transfers or name changes, and all of the issues discussed on pages 5 and 6.

As mentioned above, Concord Servicing Corporation will be handling *only* the common area fee and contract payment collections; for all other issues, please contact our guest services team, and they can help you. **Note: Holiday Management is no longer our servicing agent and cannot help you with your account. Please refer all questions to the**

**Vacation Ownership department or to Concord as applicable. Contact information is shown on page 6 of the newsletter.**

The office will be located on the third floor of the tower, right next to the timeshare sales offices. Their office hours are **Monday through Friday from 9 AM to 5 PM and Saturdays 9 AM to 1 PM Mountain Time.** Stop by and say hi next time you are there.

## New Renovations at the Inn

This summer, we began some renovations throughout the resort, some of which you'll see in your room, somewhere around the resort, and some which are hidden behind the scenes. This is the start of a three-year process of various upgrades to the resort, in order to keep your investment in great shape for years to come.

Here are some of the new upgrades that have already been done or will be completed by November of this year:

- NEW 32" LCD TVs FOR ALL UNITS (Completed)
- NEW SERTA COMFORT BEDDING IN ALL UNITS (Completed)
- NEW DIGITAL PHONE SWITCH AND IN-ROOM PHONES WITH AUTOMATIC VOICE MESSAGING (Early September)
- NEW A/C COOLING TOWER(Completed)
- NEW HOT WATER TANKS (Completed)
- NEW POOL DECK (Install TBD for completion this year)
- NEW WIFI INTERNET (Install by mid September)

We hope you will enjoy the benefits of these new items as you spend your time here at The Inn!

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## In-Room Wi-Fi is back!

We have engaged in a relationship with INDEX Solutions, a major provider of Hotel Internet in Mexico. They will provide guaranteed in-room service to all units. This great new service will allow you to connect to friends and loved ones, surf the web, post great vacation photos, etc., all from the comfort and privacy of your room. Rates will be USD\$9 per day, or USD\$55 per week. Our service guarantee states that if we cannot get you connected within 2 hours you will be reimbursed for that day's fee. In addition, we will continue offering free internet access in the Papagayo Restaurant.



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## What's Cooking at the Papagayo Restaurant



With the addition of our new Chef Luis Guerrero, we are in the process of developing new breakfast, lunch, dinner and pool menus with a series of specials that will change on a daily basis, and the Restaurant will reflect a more focused approach to traditional "Mexican Street Food" with an upscale presentation in taste that reflect the traditional regional Mexican cuisine with a Cantina emphasis. We will also feature American entrees such as a great hamburger with high end cuts of beef, ribs and chops for your enjoyment. Music & ambience will take center stage in the Bar with a new Tropical Cocktail Menu.

## 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, we 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, we have 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 us letter or email 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, but 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 Vacation Ownership Guest Services by calling 1-866-921-2137 or emailing [members@innatmaz.com](mailto:members@innatmaz.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 **Vacation Ownership Guest Services**. This 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.



## Other Useful Information

We hope you will enjoy the benefits of having an on-site Vacation Ownership Guest Services department, and also the new Concord Servicing Corporation tools and organization. Remember: the Vacation Ownership department is there to help you with exchanges, space banking, reserving your floating time, early payments of your common area fees, and changes to your contract, such as title transfers, name changes, etc. and Concord is there to help you make your monthly contract payments, and collect the common area fees after they had sent out the invoices.

Here are some other tips:

### 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 **Vacation Ownership Guest Services**. 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 us for a \$25 fee. **Transfer fee is \$500 USD per week payable to Inns de Mexico, S.A. de C.V. (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 us 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

**Robert .W. Barnes Jr.** - President and CEO

**Susan B. Nielsen** - Vice President

**Pamela J. Barnes** - Treasurer

**Dennis M. Nielsen** - Member

### Contract Servicing- Concord

*Questions about payments, coupon books, payoff amounts, account status, common area charges\*:*  
1-866-493-6393  
\* **Starting October, 2013**

### Vacation Ownership

*For reservations, rentals, exchanges, RCI issues, or general information:*  
1-800-921-2137 (US)  
1-888-965-6529 (CAN)  
[members@innatmaz.com](mailto:members@innatmaz.com)

### Front Desk

*Front Desk:* 011 (52) (669) 913-5500  
*Front Desk Fax:* 011 (52) (669) 913-4782  
*Sales Office:* 011 (52) (669) 916-5007  
*Sales Fax:* 011 (52) (669) 916-5838