



Message from the Board of Directors

Welcome to the “Winter/Spring 2003” issue of the Owners’ Association Newsletter. This last year has been somewhat of a challenge to you, the owners, as well as your elected Board of Directors and SPM Resorts, Inc.

- ✍ Due to Westgate’s decision to evict the Association from the commercial units that were purchased and are now owned by the developer, the Association was forced to place a trailer on the Association property for Owners to check-in. Housekeeping, Maintenance, and Accounting were relocated to off site office space leased by the Association.
- ✍ Westgate Resorts has made it very well known to all owners that they desire to control the Association and manage the Blue Tree Resort Condominium Association.
- ✍ The Association has been forced to defend itself against lawsuits filed by the Developer to impair and prevent the Association’s efforts to continue operations at the Resort.

The unfortunate part of the Association having to face these challenges against a large development organization like Westgate Resorts is that owners have been faced with questioning their own decisions about purchasing timeshare. The good news is that the e-mails and correspondence from owners indicate that the vast majority are in agreement with the decision of the elected Board of Directors to maintain the Association’s independence from the Developer and not have CFI, a Developer owned company, manage your resort. Your elected Board of Directors, John Sgarlata and James Bonds, are not going to spend the Association’s money to defend the numerous letters and calls to owners. We know that you are intelligent and confident enough to know fact from fiction and if you have a true concern over these issues, that you will contact us directly or go to the Association’s website for the most recent updates.

The Blue Tree Resort Elected Board of Directors

SPM News

The *SPM Express Internal Exchange* is being launched in the first quarter of 2003. This is an internal exchange program for owners at SPM managed resorts with no annual membership fee, that permits Blue Tree owners to exchange into resorts at Hilton Head, Myrtle Beach, Cape Hatteras, and Cape Cod.

- ✍ All SPM owners are eligible for this program.
- ✍ SPM owners may exchange up to 180 days in advance or up to 180 days following your interval arrival date deposited in SPM Express Internal Exchange network.
- ✍ SPM owners will be able to check availability before making a deposit.
- ✍ SPM owners will be able to exchange for their same season or lesser season. They will also have the opportunity to purchase an upgrade or a guest certificate for a fee.
- ✍ User cost of exchange is \$89 per exchange. Cost of upgrade at \$49 and guest certificates will be available for an additional \$29.

As an owner at a SPM Resorts, Inc. managed resort, you can request an internal exchange at any one of the SPM Resorts’ managed properties. You can trade your vacation time for a stay at a different resort and/or at different times throughout the year.

“2002 Owner’s Annual Meeting”

The 2002 Annual Meeting was scheduled to take place at 1:00 p.m. on December 9, 2002 at the Grovesnor Resort. The Association was prepared for the Owner’s Annual Meeting to take place at the scheduled start time and was informed by Michael Marder, the Developer’s attorney, that the Developer, David Siegal, was enroute and would be arriving momentarily. However, moments later, the Association was notified that he was unable to attend the meeting due to illness. Had the Developer attended the meeting, a quorum would have been satisfied. A general question and answer session was held for the owners present with the incumbent owner-elected Board of Directors, Inc. A representative of Interval International confirmed the continued 5-Star rating for Blue Tree Resort in 2003, despite Westgate’s propaganda to the contrary.

Resort Highlights and Accomplishments:

- Maintenance Fees same as 2002!
- Overall Annual Billing slightly lower due to lower property taxes.
- Reserve Study complete, reserves are adequately funded.
- SPM Resorts, Inc. began as the management company in January.
- The Association's own website was created: www.bluetreeowners.org
- SPM Resorts negotiated savings to the Association to reduce various contractual agreements, such as the landscape service, payroll processing, and copier agreements, resulting in nearly \$35K annually in operating cash savings.
- A temporary Resort Check-In Center has been established on the property. A new Resort brochure has been printed that is designed to market and promote the Association rentals and ownership.
- In June, SPM Resorts, Inc. was notified by Interval International that the resort's Five Star Rating was in jeopardy based on prior year's Customer Service Information (CSI) scores. As a result of the diligent efforts of the Board and SPM Resorts, the Five Star

Rating has currently been maintained and action plans seeking to ensure its future retention have been implemented.

- The landscaping and property upkeep has greatly improved under the supervision of a new service provider. All trees were trimmed and much of the landscaping has been manicured or replaced.
- Began Unit Refurbishment Project (first phase 64 units)
- Re-tile Kitchen/Bath
- Painting
- Carpet

Employee News

Blue Tree Resort had the privilege of designating Two Employees of the Year!

Katherine Pugh is the PBX Supervisor, and with a smile in her voice promotes the goodwill and enthusiasm that is felt throughout the resort! She's been with Blue Tree Resort since May 25, 1992 as a PBX Operator/Supervisor. Katherine proves time and time again that she is definitely a star. She has been able to satisfy and exceed the expectations of resort operations; customer satisfaction and employee welfare at all times and is always proactive in her approach to the job. Her attention to the little details often sets her apart.

Sergio Vargas is a Certified Pool Operator and is known as Mr. Personality! Sergio started with Blue Tree Resort, January 8, 1993 as a Pool Supervisor. He is an excellent "field ambassador" for the resort with regards to his interactions with guests, knowledge of activities and ability to generate a smile in any conversation. He maintains the appearance of our pools and spas to immaculate standards and is a consummate team player, respected by his peers and management.

Meet The New General Manager

Paul Steiger has recently been promoted to the General Manager for Blue Tree Resort. He has been in the hospitality business for the last 10 years working with Signature Hospitality as the Regional Director of Operations and more recently as the Director of Operations at the Blue Tree Resort at Lake Buena Vista Condominium Association under the management of SPM Resorts, Inc.



Helpful Hints!!

- ? Please note that special requests for floating reservations should be made at the time of booking your reservation with the resort. We **cannot guarantee** your request, but will make every effort to accommodate all of our owners on a first come first serve basis.
- ? If you wish to make your floating time reservation for Sunday-to-Sunday usage, please be aware that Building 6 and 9 have the only Two Bedroom Deluxe Units and Building 18 is a mix of One and Two Bedroom Executive Units and does not include washer/dryers.
- ? Floating reservations may be made no more than one year in advance of the week requested. Book early so as not to lose your time at the end of the year.
- ? The rental program is in full swing and has been providing good returns to owners based on availability and request. This is **not a guaranteed** source of revenue, but is an alternative program for those that have not continued with their Interval International membership or who would just like to recoup a little cash.
- ? **Do Not Wait** until the end of the year to decide as to whether you will be banking your unit with Interval International. You may lose your time if you do.
- ? **For the avid golfer**, you can now find a list of Orlando's best kept secrets on www.bluetreeowners.org website - For Golf Enthusiasts Only!

FLORIDA NEWS & HIGHLIGHTS

Soar to New Heights:

Orlando's Thrill Rides Spin, Spiral and Splash

Orlando's theme parks are fast becoming a haven for thrill-seekers in search of the ultimate adrenaline rush. Home to an eclectic collection of hair-raising thrill rides, Orlando offers pulse-racing experiences that plummet and spiral visitors through their vacation.

At Universal Orlando's [Islands of Adventure](#), an adrenaline-lovers paradise, find some of the scariest roller coasters in town. You may turn green as you're shot out of a tunnel and go from 0 to 40 miles-per-hour in two seconds flat on the **Incredible Hulk Coaster** (54" minimum height). Or, face off on **Dueling Dragons** (54" minimum height). Pick from one of two tracks and reach speeds of up to 55 miles-per-hour as you nearly collide into the other coaster. For a little more rock with your roller coaster, head on over to [Disney-MGM Studios](#) for a ride on the coolest coaster in town. Join Aerosmith as they try to make it to their concert on time in this out-of-control cross town limo ride reaching speeds of more than 60 miles-per-hour on **Rock 'n' Roller Coaster** (48" minimum height). **Kraken** (54" minimum height) at [SeaWorld Orlando](#) takes you on a heart-pounding journey at speeds of up to 65 miles-per-hour on the only floorless coaster in town with seven gravity-defying loops.



Orlando - A Playground for Adults, Too!



Golf ranks as one of the top pastimes for vacationers and Orlando offers over 150 challenging golf courses within a 45-minute drive. Hit the links at courses designed by famed architects such as Arnold Palmer, Jack Nicklaus, Greg Norman and Robert Trent Jones. There's no child's play involved at these top-notch courses. Check out [Golforlando.com](#) for information on courses and packages.

While kids like to go, go, go, you may just want to relax. The many world-class spas in the Central Florida area offer a more grown-up kind of 'fun'. Try the signature Mango Sugar Glo massage at the Canyon Ranch SpaClub, located at the new Gaylord Palms Resort & Convention Center. Get a massage at the Greenhouse Spa at Universal Orlando's Portofino Bay Hotel. Soak in a Floridian Aromatherapy Bath at Disney's Grand Floridian Resort & Spa. Many resorts across Central Florida offer unique spa treatments to make you truly feel like you're on vacation.

If shopping is always on your agenda, Orlando is the destination for you. If you're looking for more than just your standard souvenir, Orlando has a wealth of stores and boutiques for the more discriminating shopper. Downtown Orlando offers trendy boutiques in Thornton Park or antiquing on Orange Avenue. Head to Winter Park for window-shopping and the outdoor cafes on Park Avenue. Orlando's many museums boast gift shops with tasteful art and jewelry. Find great bargains on all of your favorite designer brands at [Belz Designer Outlets](#) on International Drive or [Premium Outlets](#) on Vineland Road. If you really want to make a day of it, check out [Mall at Millenia](#) for an all-inclusive shopping experience.

PREFERRED OWNER RENTAL RATES AVAILABLE

The Blue Tree Resort extends preferred rental rates to owners to stay at the resort at times outside of your ownership week. Please feel free to contact your Owner Services Department for reservations; accomodation is based on availability at the time of booking.

Unit Type:	Low Season	High Season
One Bedroom Executive	60.00	75.00
Two Bedroom Executive	90.00	113.00
Two Bedroom Deluxe	109.00	135.00

Important Owner Information

If you are a fixed week owner and will be using your unit at the Blue Tree Resort, you are not required to do anything. However, if you are a floating week owner, you will need to call Owner Services immediately at 1-800-238-6014 or 407-238-6014 to make your reservation. If you wish to exchange your unit through Interval International, please let us know by checking the box on this form and mailing it back to us. Once we receive your card, we will deposit your week with Interval International – **it's that simple!!!**

Remember!!! In order to request a reservation, deposit your week or request a deposit for an exchange, **YOUR MAINTENANCE FEE MUST BE PAID IN FULL.**

Thanks for helping us, help you!!!

Owner Services Department, Blue Tree Resort.

PLEASE DEPOSIT MY WEEK WITH INTERVAL INTERNATIONAL

Name _____

Signature _____

Phone# _____

E-mail _____

Account# _____

Blue Tree Times is published by:

Blue Tree Resort at Lake Buena Vista
Condominium Association, Inc.
12007 Cypress Run Drive
Orlando, Florida, 32836



We're Here for You!

We are happy to assist you in every way possible, to answer any questions you may have regarding your vacation ownership here at Blue Tree Resort, please note the following...

Owner Services Department

Reservations:

Toll Free Number: 800-238-6014

Direct Number: 407-238-6014

Fax number: 407-239-2649

E-mail address: ownerservices@bluetreeowners.org

Web site: www.bluetreeowners.org

Mailing Address Blue Tree Resort at Lake Buena Vista
12007 Cypress Run Drive
Orlando, Florida, 32836

Interval International:

Toll Free Number: 800-622-1760

Direct Number: 305-665-1918

Web site: www.intervalworld.com

Interval International Hotlines

USA/Puerto Rico 800-622-1760

Canada/Costa Rica 800-638-3400

Colombia 980-120-858

Guatemala 099-1335

Chile 000-202-596

Panama 001-800-487-4391

Finova - Maintenance Fees Payments

Toll Free Number: 877-277-4290 or 800-444-1242

Direct Number: 480-636-4800

Address: 4800 North Scottsdale Road MS 4W45
Scottsdale, AZ 85251-7623

12007 Cypress Run Drive
Orlando, FL 32836

