



Thurnham Hall

Owners' Club Newsletter

Edition 3 – November 2007

Thank you to everyone who got in touch to give feedback on the newsletter we sent out in August. I'm delighted that Stephen J Cloobek, Diamond Resorts International® Chairman & CEO, has written an update on the future of Diamond Resorts International®.

It is the committee's and the management company's sole objective to run a cost efficient resort for the benefit of our members. In the budget proposals we have agreed for next year the clubs operating expenses (excluding staff and administration costs) have DECREASED by a staggering 7.74%. In 2008 we will also be reducing the Utility Charges applied per stay to more accurately reflect the incurred costs, which we know will be welcome news.

However, as with any ageing property, maintenance and upkeep is a constant consideration. We are advised the Roof on the main building needs replacing, and Diamond Resorts International® have funded emergency repairs. As a result we have taken the decision to increase the sinking fund to 25% in 2008 and aim to keep it at around this level in 2009. We have looked at the Sinking Funds charged by similar resorts, ours is below the average, however even with this years' increase we aim to offset the increase as much as possible by savings in other areas.

Budgeting for the unexpected is prudent in any business and a timeshare owners club is no different. By staggering the collection over 2 years we can fund the works in 2009, and still keep the overall increase in 2008 under the current rate of RPI inflation at just 3.9%. The actual net increase per week is only £14.89 per studio, £17.67 per 1 bed and £20.44 per 2 bed per year. We are investigating all avenues of funding to reduce the burden to the club including grants and the like but we must budget nevertheless for the worst case scenario as grants cannot be guaranteed.

The positive news is that due to the healthy reserves built up over the last year (by under spending against budget) no special levy will be necessary, and Diamond Resorts International® have agreed to pay 25% of the costs (in addition to the fees on the weeks that they own).

The works on the roof are scheduled for first quarter 2009 and will take approximately 12 weeks to complete. Owners with units in the main hall may be re-located to other units on the resort. Please bear with us, the staff will do their best, but with works of this scale there will undoubtedly be noise and some disruption although this will always be kept to a minimum.

Finally, those of you who gave defaulted on your maintenance fees in the past will by now have received a personal letter outlining your options. We have the brightest future we have seen in a long time with Diamond Resorts International®, it would be a shame to give up now!

As ever, all the best & Merry Christmas & Happy New Year

Ian Hollins
Chairman – Thurnham Owners Club



STOP PRESS: We've Retained RCI Gold Crown for 2008 – Well done team!

"This achievement is testimony to the commitment that the team at Thurnham have to providing high quality, memorable holidays for your owners and RCI members." – Vicky Dubois-Sandy, Sales manager, Global Business Group, Group RCI UK

Owners' CLUB Information

AGM 2008

THURNHAM OWNERS CLUB

Thursday 12 June 2008, Place:
Blackpool Hilton,
Time: *Later start* 2:00 P.M.

If you are unable to attend the AGM, make sure you send in your vote in time so that it gets counted.

England's Smoking Ban

Since July 1st it has been illegal to smoke in public places. We have tried to minimise the impact on the owners by asking that you refrain from smoking in the units. Please consider the incoming guests and the housekeeping staff who have the right for a smoke free environment. Ideally smoke outside, but if you must have a sneaky "cig" please ensure the unit is properly ventilated, and on departure day open all windows to get as much "airing" as possible.

Committee Elections

Being a committee member can be fun and rewarding. If you or someone you know is interested in standing for the committee, please see the website for more information. Deadline for Resume submission is 11 April 2008. Mail to:

Teri Jackson, Committee Administrator,
Diamond Resorts International®,
Citrus House, Caton Rd., Lancaster, LA1 3UA
or by E-Mail: terijackson@sunterra.com

www.thurnhamowners.co.uk/CommitteeElections

Understanding Thurnham Vacation Club

TVC is a separate 'floating weeks' club started by Thurnham Leisure Group (TLG) with the promise of free internal exchanges. TVC was affiliated to II unlike the fixed week club which is affiliated to RCI. Some fixed week owners paid an "upgrade" fee to TLG to cede (lend) their week to TVC but when Sunterra took control of the TLG clubs, they already had a multi resort club so TVC as a product never grew as promised by TLG. TVC is a shrinking club as members revert back to traditional fixed ownership to benefit from increased exchange options (as well as not having to remember to give a years notice to use their week). To leave TVC and revert to your fixed week, send an e-mail to owneroperations@sunterra.com saying that you wish to withdraw from the Thurnham Vacation Club and you will have your original fixed week returned to you, of course you can use up any remaining Interval Membership you have before using RCI again.

Meet the Committee Weekend

Saturday 1st & Sunday 2nd December
11:00 a.m. – 4 p.m.

Join us at Thurnham Hall for our next Meet the Committee Weekend. It's a brilliant time to meet other Owner's and get information. We will have an RCI Expert on hand to help with exchange questions and offering practical advice on how to get the best from your ownership. (To join the members lunch email admin@thurnhamowners.co.uk with choice of day and number of diners.)



Vicky
Dubois-Sandy
Group RCI

2007 Owners Survey

The only way we know how we can help you get what you want from the resort is with your feedback. We have set up a short survey on the website, that only takes a few moments to complete. Go to www.thurnhamowners.co.uk/survey if you haven't already done so. Your feedback is greatly appreciated, and the final results will be available on the website in the new year.

Familiar Faces

Teri Jackson is well known to us all as she was Reservations Manager at the travel shop in China Street, but what probably isn't as well known is that although not owner facing, Teri is still very much involved in the smooth running of Thurnham Hall. Teri said "I love Thurnham and the owners and have made many friends. After the events of 2004 I was offered the role of Committee Administrator for all of Sunterra's European Resorts. I jumped at the opportunity as it meant I could still be involved with the hall as well as experiencing how other resorts work". Teri lives locally and is a regular at the gym (and the bacon butty shop), enjoys concerts, holidays in the sun and driving her sports car. She organises all our committee meetings, provides the committee with support and arranges the AGM. Come along to the next AGM in Blackpool on June 12th 2008 and say hello!



Just a Friendly Reminder...

After 20 years at the Hall, Zori's retiring. Donations are still being accepted until 15 December, by either debit/credit card, securely at www.thurnhamowners.co.uk/Zori



New Additions to the Website

Many of you have noticed that we are continually adding more Information to the owners website. Some of the more recent and useful additions have been TESCO Delivery to your apartment, low cost alternative accommodation near the hall and public transport options & route planning visit www.thurnhamowners.co.uk



Stephen J. Cloobek
Chairman and Chief Executive Officer
DIAMOND RESORTS
INTERNATIONAL™

I'd like to take this opportunity to personally welcome you into the Diamond Resorts International® family and reassure you that this transition is much more than a name change.

Having been in the timeshare business for more than 20 years, I know how many traditional vacation ownership companies operate. At Diamond Resorts International®, we are committed to putting our customers first. Planning a personal holiday shouldn't be stressful, and it is our job to provide you the utmost in relaxation from the moment you first contact us. We are taking the guesswork out of holiday planning by providing you with flexible holiday options and effortless, rejuvenating experiences.

I have had the opportunity to visit Thurnham Hall where I spent time speaking to staff and owners. I encourage you to share your ideas and suggestions with Diamond Resorts International® employees, because communication with and feedback from you is how we improve your holiday experiences.

As you welcomed me into your home away from home at Thurnham Hall, I welcome you to Diamond Resorts International®. I look forward to interacting with you for many years to come.

Yours truly,
Stephen J. Cloobek
Chairman and Chief Executive Officer
Diamond Resorts International®



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If you would like to contribute, please email your submission to admin@thurnhamowners.co.uk or fax it to 0705 069 8612.

www.thurnhamowners.co.uk

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