



# Thurnham Hall

## Owners' Club Newsletter

Edition 8 – August 2009

### *A message from Pippa and the new Committee:*

It was great to see so many of you in Morecambe for the AGM on 5th July. You will be receiving your minutes from the AGM along with this newsletter. The weekend date appears to suit more owners, so we will continue with AGM's at the weekend for 2010.

I would like to welcome Lorie Oesterreicher and Peter Scott as the two new Committee members – they are already working hard in preparation for the budget meeting to be held in September and will be available to meet owners at the hall during the weekend of 19th Sept (please check the website for details). We would like to extend a special thank you to Fred Evans and Ian Hollins, who stood down from the committee this year. Ian, in particular, was instrumental in setting up the Thurnham Hall website and forums alongside Sid Jenkinson and myself. Ian's drive and enthusiasm for open communication between the owners and committee, I am sure you will agree, has been paramount in the resolution of many owners' problems and queries. There were many issues that were perceived to have been discussed behind closed doors and since have been brought out into the open, explained clearly, alternatives offered and options given, with the majority of cases to the owner's satisfaction.

The new committee members hope to continue the open lines of communication that Ian has so successfully initiated. Ian has also kindly agreed to stay on as a special advisor to the committee, should we require his assistance.

In light of the current economic climate, holidays are not always at the top of our priority list. By purchasing at Thurnham you have not made a property investment, you have invested in future holidays. We encourage you to make the most of it and use it to its fullest potential. There are many options available to you, using exchange options, private rental, swapping or conversion to other programs. The choices can be confusing and we are here to help sort through these options with you. We will endeavour to help you in this process the best we can, whilst you are in the knowledge that there are no hidden agendas, no sales pitches or influences. The better use you can make of your ownership, the better value your maintenance fee becomes. Timeshare ownership does not have the best of reputations, however it can still be of excellent value if you make it work for you.

Post your questions and concerns in the Thurnham Owners' Forums. If you cannot find the answers or the help you need there, contact the committee through [admin@thurnhamhall.com](mailto:admin@thurnhamhall.com), or refer to anyone of the committee member's individual emails or phone numbers and we will do our very best to help you.

With warm regards,  
Pippa Wilson  
Standing Chairperson,  
Thurnham Owners Club Committee Member

### *Thurnham Hall Dinner*

Mark this date in your diary now! **6 March 2010** Further information will be provided in our next issue and through the Thurnham Owners forums at [www.thurnhamhall.com](http://www.thurnhamhall.com)

### *A word from Lorie Oesterreicher*

Hello, fellow Thurnham members. I too, would like to extend my gratitude to every member who attended the 2009 AGM. This past AGM was of great importance and the need for members' attendance was desired. It's highly suggested, if all possible, that every member attend at least one AGM.

As a new committee we will have our challenges, as most committee's do, however we are finding that we do work well together, finding solutions in an effective and efficient manner.

Your committee needs to hear from you. Address your concerns, problems, or queries in advance. If afforded a bit of time, we will endeavour in finding an answer or solution to your issue.

I always look forward to meeting with new and long-time members when visiting Thurnham Hall. I welcome visitors and keep an 'open door' schedule during my stays at Thurnham Hall, next being this September. This information will be updated through the Thurnham Owners forums and Events Calendar.

Please take the time to register for the forums so that you can stay informed and receive important updates.

[www.thurnhamhall.com](http://www.thurnhamhall.com)



## A note from Peter Scott...



Hi everyone at Thurnham Hall, I'm Peter Scott, new committee member. Please write directly to me at [peter@thurnhamhall.com](mailto:peter@thurnhamhall.com). You can get urgent messages to me while on holiday via reception. As a driving instructor, I work antisocial hours and, while working day or evening, cannot accept telephone calls, hence leaving a message on my e-mail or with the resort staff on 01524 751766 will always ensure a prompt response.

I am a family man, with one son (34) and two granddaughters (4 & 1). We are obsessive about our holidays at Thurnham Hall, with Diamond Resorts International®, and elsewhere. As the family leader, I always like to ensure our time on holiday is of the best quality we can have, so I believe

in getting problems fixed straight away. I will help you with any issues you may have while on holiday at Thurnham Hall, but I do ask that you let me know immediately when a problem arises – I would be very disappointed if I couldn't fix things before your stay concluded.

Of course, as a resort, Thurnham Hall is OUR resort, all year around, so I will work, as your Thurnham Owners Club committee representative, along with Diamond Resorts International®, to ensure it improves in the ways you would like it to. To that end, please tell me as early as you can about your ideas. Have you seen anything done elsewhere that you'd like to see done at Thurnham Hall? Let me know and I'll see if it can be made a reality.

### New Dining Offerings



Walling Ltd, our new restaurant franchise, has had great reviews. The new menu variety, along with reasonable pricing has brought additional owners, and new visitors to the restaurant and bar.

Sampling of new Evening menu...

Starter: Smoked Salmon Plate £4.95

Main: Minted Lamb Shank £8.95

Everyone's Favourite Dessert Walling's ice cream sundae £3.95

If you have a meal whilst visiting Thurnham Hall, please leave a review on the Thurnham owners forum. [www.thurnhamhall.com](http://www.thurnhamhall.com)

### Roof Restoration Now Complete!

Finally, after months of planning, a few set-backs and new fixes, that unsightly scaffolding has come down. The restoration project was completed early July, stayed within budget and business has returned to normal. Hopefully, you will soon have the chance to come by, visit the Hall and fully appreciate both the results and the enormity of the roof restoration project.



CLIP & SAVE



### IMPORTANT NUMBERS

Please include these numbers with **ALL** your correspondence

Your Week Number \_\_\_\_\_ UNIT # \_\_\_\_\_ Your Member Number \_\_\_\_\_

For general queries and concerns relating to all aspects of membership:

Call: 0845 359 0010 (Customer Services)

fax: 01524 845994 email: [custserv@diamondresorts.com](mailto:custserv@diamondresorts.com)

Opening hours: Mon-Thurs 09:00 – 17:30, Fri 09:00 – 17:00

#### To contact Thurnham Hall directly

Thurnham Hall, Thurnham, LA2 0DT

Telephone: 01524 751766 Fax: 01524 753018

Email: [thurnhamhall@diamondresorts.com](mailto:thurnhamhall@diamondresorts.com)

Julie Thompson, General Manager

Lorna Cardwell, Asst. General Manager

Claire Robinson, Reception Manager

Craig Yule, Maintenance Manager

#### To contact your committee directly:

Pippa Wilson – Committee Member

[pippa@thurnhamhall.com](mailto:pippa@thurnhamhall.com)

Lorie Oesterreicher - Committee Member

[lorie@thurnhamhall.com](mailto:lorie@thurnhamhall.com) or (0)560 156 8962

Peter Scott - Committee Member

[peter@thurnhamhall.com](mailto:peter@thurnhamhall.com)

**In Doubt? Send your question to: [admin@thurnhamhall.com](mailto:admin@thurnhamhall.com).**

**We will put you in touch with the right person.**

**Visit the Thurnham Owners Website and Forums at  
[www.thurnhamhall.com](http://www.thurnhamhall.com) and stay informed!**

Please register for the forums so that you can receive current resort and member information. Our newsletter is only issued a few times per year and there is 'extra' information we would want to provide.

## [www.thurnhamhall.com](http://www.thurnhamhall.com)

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