



Resort Improvements



New Policy



Just Dial "4444"



Referral Program

GETAWAYS



New Sand Volleyball Court at Timber Creek Resort

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RESORT REMINDERS



- | The toll-free number for Owner Services is 888-476-0991.
- | Be flexible and have alternate dates and resorts ready gives you a better chance to get immediate confirmation when requesting your next Bonus Time stay.



published exclusively for you by the Silverleaf Club

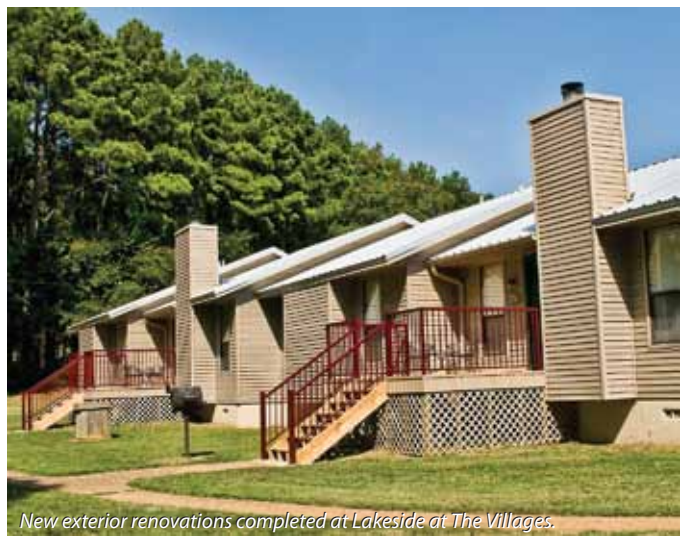
RESORT IMPROVEMENTS -

MAKING YOUR VACATIONS EVEN BETTER!

WE WANT TO TAKE this opportunity to share with you some of the new and improved services, amenities and facilities that have already been completed.

At *The Villages*, the Activity Center now has an expanded arcade area and a new movie theater.

At Lakeside, every condo cabin is in the process of getting a complete face-lift that includes sofas, lounge chairs, mattresses and bedding, along with new exterior siding, roofing, decks and



New exterior renovations completed at Lakeside at The Villages.

JUST DIAL "4444"

FOR YOUR SILVERLEAF SERVICE MANAGER!



DON'T FORGET!

We have a designated Silverleaf Service Manager at each resort who is available to answer any and all of your questions. All you need to remember is "4444" for answers to your vacation needs! If you need additional towels or other unit items or just want to go somewhere special for dinner, just dial "4444" from your unit and your call will be answered by an on-site Silverleaf Service Manager who will be able to respond to those issues and ensure your needs are handled in a professional and timely manner. ❁



New playscape at Ozark Mountain Resort.

NEW POLICY-

CONTROLLING COSTS -IMPROVING QUALITY!

WE WANT YOUR MEMBERSHIP DUES TO GO AS FAR AS POSSIBLE AND WE WANT YOU TO KNOW YOUR MONEY IS BEING SPENT WISELY.

Silverleaf continues to examine current hospitality and lodging industry trends to further determine ways to improve our resorts and your resort experience. We've reviewed your comment cards and concluded we need to change our policy regarding in-unit smoking to maximize your vacation dollars.

Effective immediately, our units will all be non-smoking. Smoking will ONLY be permitted on balconies and porches. Guests checking in will be required to sign a non-smoking acknowledgement and non-compliance with this policy will result in a \$150 ozone cleaning charge.

A **considerable** amount of money is spent every year on smoking-related damages and should be eliminated with this new policy.

We value the time you spend at our resorts. We know our improvements will help provide a cleaner environment and create a more enjoyable vacation experience for everyone. ❁



Compliance with our new non-smoking policy will enable us to better maintain all our interiors.

RESORT IMPROVEMENTS -

MAKING YOUR VACATIONS EVEN BETTER!

handrails. **Hill Country Resort** and **Piney Shores Resort** both have new pool furniture. The condo cabins at Piney Shores are also receiving interior refurbishments that includes sofas, lounge chairs, mattresses and bedding. A new and improved game and equipment check-out area has also been completed at the Activity Center.



New activity room at Holiday Hills' Grille on the Greens

Members and their guests visiting **Holiday Hills Resort** will find new commercial-grade fitness equipment and a tanning bed can be found at the fitness center in the Activity Center. A new activity room at the Grille on the Greens and two new golf course restrooms are now open. **Ozark Mountain Resort** has a new playscape and swings at the Activity Center. **Timber Creek Resort** has a new indoor movie theater at the Activity Center and a new sand volleyball court.



New paint and furniture in the remodeled Lakeside condo cabins.

Both indoor pools at **Oak N' Spruce Resort** have had new pebble-flex flooring installed along with fresh paint. Both the mens and ladies changing rooms were completely renovated, a six-month project that was just completed in August. This was a top-to-bottom renovation, which included new non-slip floors, new sinks, showers plus cedar saunas were also installed.



New fitness equipment at Orlando Breeze.

New commercial-grade fitness equipment awaits guests visiting **Orlando Breeze Resort**.

We are committed to enhancing your vacations, year after year, and these are just some of the improvements you'll be seeing on your next Silverleaf vacation. ❁

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2

Our representatives will call them and make all their tour arrangements.

3

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PLATINUM



Referral Program

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Newly renovated kitchen/dining area (above) and living room (below) in the condo cabins at Piney Shores that have a new whitewashed/glazed interior.

