

# RCI - A GOOD THING GETTING BETTER!

WE WANT YOU TO have the best vacations possible, whether at one of our fine resorts or an exchange through RCI.

There are a few tips to remember if you choose to plan your vacation through RCI that can help you get the exchange you want in a timely manner. More than 80% of our owners get **SAME DAY CONFIRMATION** with RCI by using these guidelines.

First of all, start your search by calling Silverleaf's RCI representatives at 1-886-280-7499. Bank your week and submit your request with your exchange fee to start your travel search. Once that exchange fee is paid, RCI will search for your vacation request 24/7 until a match is found. Being flexible with your dates and resort choices opens up many more options for your ongoing travel search. You can change or update your search at any time and members with ongoing travel searches get priority access to all the new inventory being added daily.

If you have any questions at any time during your search, just call our on-site RCI representatives at 1-886-280-7499 Monday through Friday from 8 a.m. to 5 p.m. and they will be happy to help and answer any questions you may have.



**ONLINE CONTEST -**  
Fun, new way to win cool prizes

**HERE'S YOUR NEXT** opportunity to win a prize for correctly answering a question about Silverleaf. The prize for correctly answering this question is a **\$50 Visa Gift Card**. Log on to our web site, [www.silverleafresorts.com](http://www.silverleafresorts.com), to help you find the answer, then click on the "Online Contest" link, in the members-only section and select your answer from the choices listed. You may enter once per day, per user name, and if there is more than one correct entry, one random correct entry will be drawn after the contest ends on June 1st. Good luck and here's your question:

**Which resort is located on picturesque Galveston Island?**

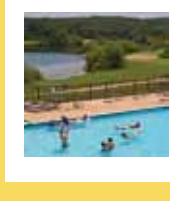
**Congratulations to our previous winners:**  
Gloria M., Frisco, TX - \$25 Silverbucks  
Chau N., Houston, TX - \$50 Visa Gift Card



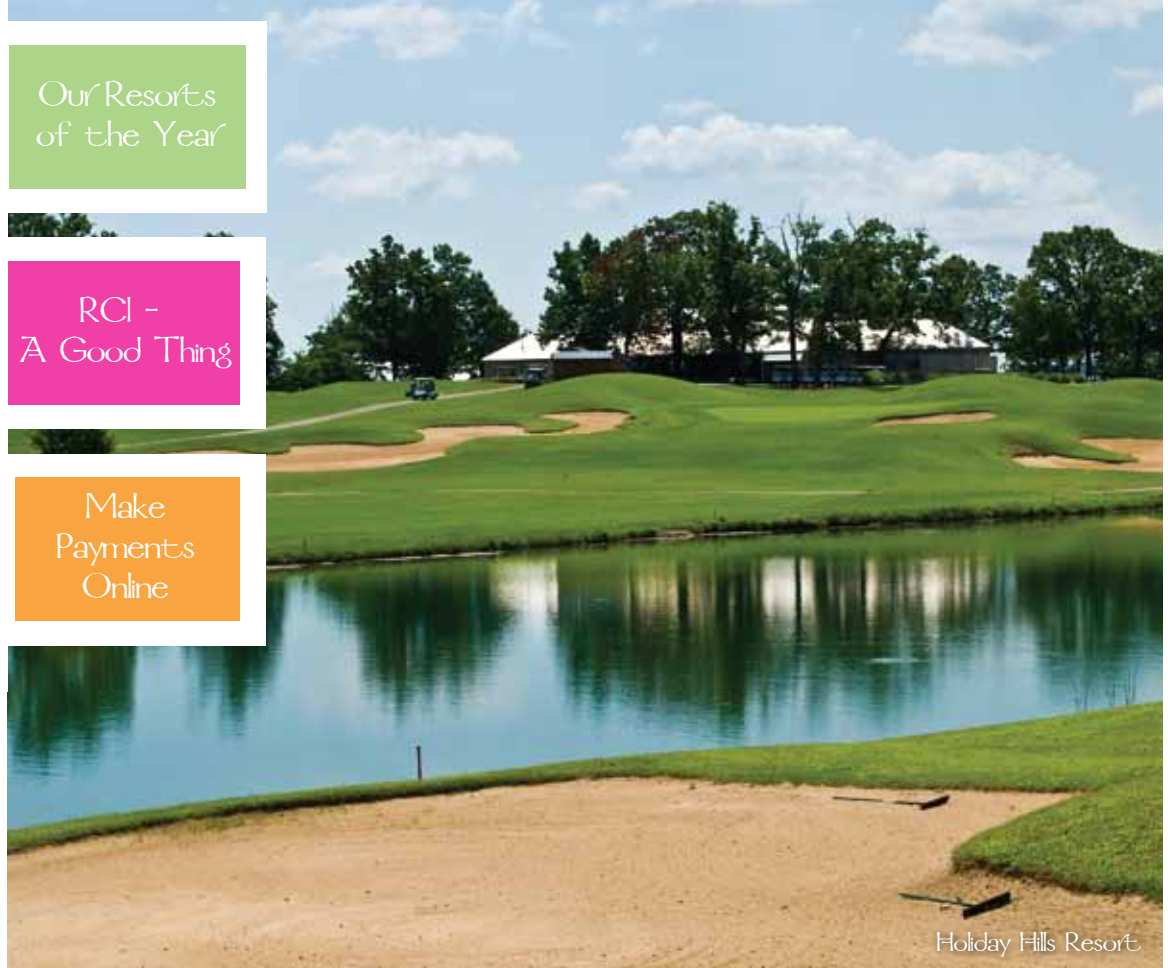
Our Resorts  
of the Year



RCI -  
A Good Thing



Make  
Payments  
Online



Holiday Hills Resort

published exclusively for you by the Silverleaf Club

# GETAWAYS

Spring, 2011

## OUR RESORTS OF THE YEAR

Challenging Ourselves To New Levels

**THIS IS THE NINTH** year we've matched resort against resort in a friendly competition to go that "extra mile" to make your vacations the best ever.

We encourage and reward those resorts which exhibit outstanding customer service and hard work, ensuring their guests have vacation memories that will last a

lifetime filled with fun and creative resort activities and provide a safe and friendly resort environment.

A first-time winner, in the large resort category, was Holiday Hills Resort, along with seven-time winner Ozark Mountain Resort, in our small resort category. Many factors play a part in earning this distinction, including RCI scores.

Our hats off to our two Missouri resorts, Holiday Hills and Ozark Mountain and their great teams, who always look forward to serving our guests.



Ozark Mountain Resort

# NEW and NOTEWORTHY

**WE CONTINUE OUR** efforts to keep you up-to-date on the renovations and new projects at our resorts to make your next visit even better!

Between November 1, 2010 and February 1, 2011, more than 675 units, resort-wide, received updates that included refinishing furniture, interior paint, flooring, countertops or replacing mattresses.

- Apple Mountain - 30+ units were updated with either refinished furniture, interior paint or new flooring. A



Seaside Resort

new horse, Reba, joined the stables for trail rides.

- Fox River - 25+ units were updated with new living room seating and

refinished furniture.

- Hill Country - 110+ units received new mattresses and 15 received new living room seating.

- Holiday Hills - 150+ units were updated with either refinished furniture, new living room seating, new flooring or resurfaced countertops. The campground bathhouse and guest laundry was also remodeled.

- Holly Lake - 45+ units were updated with either refinished furniture, new living room seating or new flooring.

- Lake O’The Woods - 35+ units had furniture refin-ished, new mattresses and/or shower upgrades.

- Ozark Mountain - 15+ units were updated with new living room seating and/or new flooring. The indoor movie theater was also renovated.

- Oak N’ Spruce - 115+ units were updated with either refinished furniture, new living room seating or new flooring.

- Piney Shores - 20+ units were updated with either refinished furniture, new living room seating, new flooring or resurfaced countertops. Lodge and Cabin exterior lighting was spruced up, the playground near the Presidential units



Apple Mountain Resort

was repainted and the pool bathhouse was remodeled.

- Seaside - 40+ units were updated with new mattresses and/or new flooring. The Activity Center now has an improved equipment check-out station.

- Timber Creek - 15+ units received interior paint or had furniture refinished. New washers and dryers were installed at the guest laundry.

- The Villages - 40+ units received items such as new front doors and interior painting.

The first phase of the Activity



Holiday Hills Resort

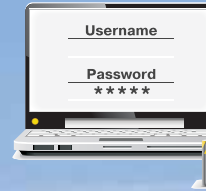
Center remodel has begun, that includes new flooring and interior paint.

Apple Mountain Resort



## MAKE PAYMENTS ONLINE

**WE'RE MAKING IT EVEN EASIER** for you to take advantage of the convenience offered by the free and secure online-payment system available for you in the owners-only section of [silverleafresorts.com](http://silverleafresorts.com).



### Schedule Your Payments:

You have the option to schedule payments up to 28-days in advance and even store multiple payment methods for speedy access in the future.

### Enroll in Auto-Pay:

Eliminate the hassle and worry – enroll your accounts in auto-pay and your payment will be processed every month on the day of your choice.

Log-on today at [www.silverleafresorts.com](http://www.silverleafresorts.com) and see how easy it is to pay your bills online!



Timber Creek Resort

## OUR OWNERS ASK:

**Q:** Where do I find information regarding local area attractions and upcoming events for the vacation I have planned to a Silverleaf resort?

**A:** Just visit [www.silverleafresorts.com](http://www.silverleafresorts.com) and navigate to the resort you are visiting and you will find a list of attractions and events for that area.

## MANAGERS CHOICE

**MARIE RASSO,**  
General Manager  
at Ozark Mountain



**Resort** wants to let everyone know that this year Ozark Mountain Resort is celebrating their 30th anniversary of welcoming guests to the resort. To celebrate, every month this year, on the 30th, they are having an anniversary party in the Activity Center, complete with cake and party favors.

Her suggestion for a great meal is Cantina Laredo at Branson Landing. If you go, she recommends the Mexican Coffee after dinner. It’s served with a flourish and is definitely a memorable way to finish your visit to the restaurant.

Closer to the resort, and a great family fun treat, is Persmimon Hills Farm where you can hand pick your own blueberries – don’t forget to bring some of their famous Thunder Muffins home with you!

## JUST A REMINDER:

**YOU HAVE THE** right to request a written annual timeshare fee and expense statement. Please request the statement by writing:

Silverleaf Resorts, Inc.  
Attn: Owner Services  
P.O. Box 130358  
Dallas, Texas 75313