

C A P I S T R A N O

SurfSide Inn



Vacation Ownership at the Beach



GRAND PACIFIC RESORTS®
Time Away...Time Together...

A New Partnership

My fellow Capistrano SurfSide Inn partners,

The more I learn about Grand Pacific Resorts' track record and their plan for our future, the more I thank you all for your vote of confidence in the Board's selection for our new management company. I am enthusiastic about all the facets of their operation.

As a board member, I appreciate their tenacity in the follow through of our requests and needs. They have a range of priorities beginning with associate efficiency, construction and development, resort amenities, homeowner satisfaction, rental, resale priorities, and more.

For our team, they would like Capistrano SurfSide Inn to be a great place to work. Imagine our team being EPIC associates. Grand Pacific Resorts promotes associates being professional, courteous, knowledgeable, enthusiastic, and consistent. Grand Pacific Resorts' core purpose of "Enriching Lives by Creating Experiences Worth Sharing" extends to our team. In September, Amanda attended a three-day leadership conference to get a

better grasp of their operation. In the past we hadn't experienced that level of cohesiveness. Now she will have the support of many peers and management that is totally involved.

Grand Pacific Resorts has a strategic plan for our renovations, reserves, staffing, image enhancement, and enrichment of lives by creating a great resort with a hands-on approach.

Did I mention that we will now have access to all the really nice Grand Pacific Resorts properties?

Starting January 1st, 2017, please welcome Grand Pacific Resorts as our management company. We're thrilled to make Capistrano SurfSide Inn their best of the best.

Signed with great enthusiasm
and anticipation,

Rick Davenport
President

Welcome to the Family!

Grand Pacific Resorts® is committed to “Enriching Lives by Creating Experiences Worth Sharing.” That’s why our passionate service team, Grand Pacific Vacation Services, is available year-round to help you with reservations, benefits, and more.

You’ll soon receive a call from a Grand Pacific Vacation Specialist, who will help you plan your first vacation with us. In the meantime, please use this Time To Get Started packet to learn more about your ownership with Grand Pacific Resorts.

Whether you want to book your week or travel somewhere new through ResorTime® or Grand Pacific Exchange®, please do not hesitate to contact us.

We are here to answer your every question, be it big or small.

Once again, on behalf of Grand Pacific Resorts, welcome to the family.

Sincerely,



Nigel Lobo
Chief Operating Officer
Grand Pacific Resorts



A Message from Your General Manager *Amanda Burgess*

I was born and raised in the vacation destination of Cocoa Beach, Florida. My family has owned timeshare ever since I was a little girl, so my favorite childhood memories include being on vacation at various timeshare resorts. In 2007, I became your resort manager and it has been a joy getting to know your families over the years.

I am excited about this transition to Grand Pacific Resorts. I know Grand Pacific Resorts will reignite and further inspire our passion for hospitality here at Capistrano SurfSide Inn. If there is anything I can do to make your vacation more memorable, please reach out to me, that is what I am here for!

Your Quick Start Guide

Your ownership at Capistrano SurfSide Inn provides you with endless opportunities for creating wonderful vacation memories with family and friends.

Whether Capistrano SurfSide Inn is your home away from home that you visit every year or you prefer to explore exchange destinations, this guide will help you through the reservation process.

Owner Reservations

- To reserve your home week, contact Grand Pacific Vacation Services at (888) 477-6967, or visit **GrandPacificResorts.com/Reserve**
- To deposit your week for exchange, contact Grand Pacific Vacation Services at (888) 477-6967
- To enter your week in the Owner Rental program, visit **GrandPacificResorts.com/Rent**

Interested in learning more? Visit our Vacation Owner Community **GrandPacificResorts.com/Owners-Community**, your online resource for vacation ownership with Grand Pacific Resorts.



Assessment Billing & Payment Processing

Beginning in 2017, Advanced Financial Company (AFC) will be providing all your owner assessment billing, payment processing, and servicing.

Enjoy quick and EZ Access to your personal HOA account information online at **AdvancedFinCo.com**. In addition, you'll be able to schedule a payment free of any convenience fees with a few simple clicks.

For professional payment assistance by phone please call (800) 234-6222.

Your Exchange Benefits



Grand Pacific Exchange® (GPX) is the internal exchange program exclusively for owners of Grand Pacific Resorts. As an owner at Capistrano SurfSide Inn, you have the exclusive advantage of GPX. We've made it easy for you to access the family of resorts under the Grand Pacific Resorts umbrella, plus hundreds of resorts worldwide.

GPX BENEFITS

- Look before you book. No deposit required
- No membership fees
- No trade power obstacles
- Cancellation Protection
- Bonus Weeks! No deposit required

3 Easy STEPS

- 1 Visit GPXVacations.com/Login
- 2 Enter your email address at the bottom
- 3 Receive an email with your GPX username and temporary password

Start exchanging and call (866) 325-6295

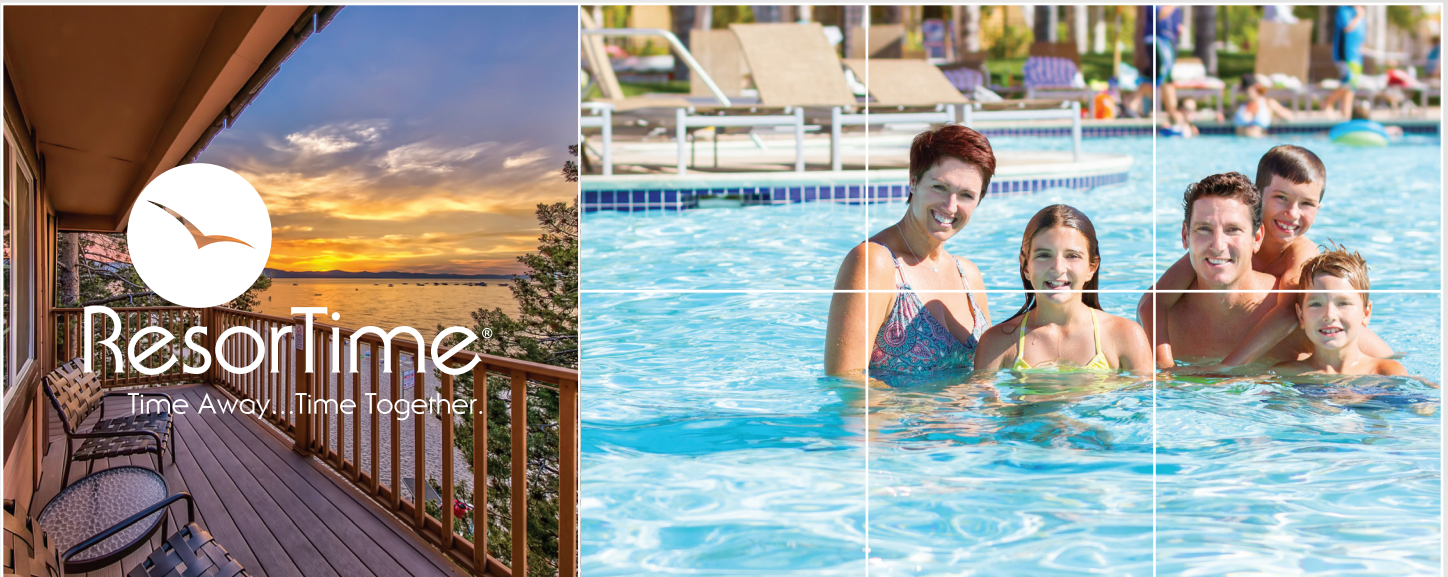
Special Welcome Offer

\$99 Exchange + 1/2 off upgrade

Your first exchange with GPX is only \$99 + 1/2 off upgrade
(Call in offer only)

Start searching for your next dream vacation today!

Your Nightly Rental Benefits



ResorTime® is your source for nightly rentals for the entire family...anytime, anywhere! Your complimentary ResorTime membership benefit gives you nightly access to exclusive owner-only reduced rates and inventory at hundreds of resorts in the most popular destinations. Best of all, this exclusive benefit requires no tours and does not cost you points or weeks!

RESORTIME *Benefits*

- Knowledgeable Vacation Specialists
- Owners log in for up to 20% savings everyday
- 110% Best Rate Guarantee
- Over 1,000 resorts worldwide
- More nights. More rooms. More vacations.

3 EASY *Steps*

- 1 Visit **ResorTime.com**
- 2 Sign in with your email
- 3 Learn about your benefits

Book your vacation by calling (877) 477-7368

Special Welcome Offer!

25% Off First Reservation

Enter promo code: 2WR55 to save an additional 25% off your first reservation

Get started today!

Your Family of Resorts



Service Directory

Grand Pacific Vacation Services
Ownership Information & Assistance
 (888) 477-6967
GrandPacificResorts.com/Owners

Advanced Financial Company (AFC)
Annual Maintenance Fee and Information
 (800) 234-6222
AdvancedFinCo.com

Grand Pacific Exchange (GPX)
Internal Exchange
 (866) 325-6295
GPXVacations.com

ResorTime
Nightly Condo Rentals
 (877) 477-7368
ResorTime.com

Grand Pacific Resorts
 (760) 431-8500
GrandPacificResorts.com