

OWNER SERVICES NEWSLETTER



WELCOME TO WINTER!

Winter is here, and we're excited to share what's new across the resort! From fresh food & beverage offerings to returning owner-favorite services and events. Here's a quick look at what to expect this season. We look forward to seeing out at the hotels soon!

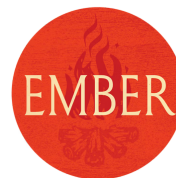
- Joelle Varnum & Autumn Abraham
The Sunday River Owner Services Team



FOOD & BEVERAGE UPDATES

Introducing Ember at the Grand Summit

The Last Run Room at the Grand Summit has officially closed and will be reimagined as Ember, a brand-new dining concept operated by the Sunday River Food & Beverage team. The menu will be thoughtfully crafted by local favorite Chef Brian Nichols, bringing a fresh and exciting culinary experience to the resort. Owners will receive first access to reservations for the outdoor Igloo seating at Ember. Stay Tuned for more details!



Now Open: Double Brew at White Cap

There's a new spot to refuel at the White Cap Lodge this season and it's exactly what you need between runs or before heading out for the day. Double Brew is now open, serving cold brew and brewskis on tap, along with a limited (but delicious) menu.

VALET/BELLMAN

Valet and bellman services have returned for the winter season and is once again **complimentary for hotel owners!**

Why use valet?

- Enjoy seamless arrival and departure experiences.
- Skip icy walks and crowded parking lots.
- Let our team handle the logistics while you focus on enjoying your stay.

Pull up, hand off your keys, and let the team take care of the rest!



BACK BY POPULAR DEMAND

OVERNIGHT TUNES!

OVERNIGHT TUNES ARE BACK! DROP YOUR SKIS WITH SKI CHECK FOR AN \$80 OVERNIGHT TUNE, AND THEY'LL BE READY FOR PICKUP BEFORE THE LIFTS OPEN THE FOLLOWING MORNING SO YOU CAN START YOUR DAY ON FRESHLY TUNED GEAR WITHOUT THE WAIT.



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MEET AUTUMN! NEW OWNER SERVICES SPECIALIST!

We're delighted to introduce Autumn Abraham as our new Owner Services Specialist! Autumn will be helping owners with reservations, addressing account inquiries, and providing general support to ensure every stay is seamless and enjoyable. Be sure to say hello during your next visit!

WINTER OWNER EVENTS

Get ready for another season of owner-exclusive events at Sunday River!

- * Mugs in the Mountains
- * Owners Aglow & Hot Cocoa Bar
- * Ski with the GM
- * Owners Happy Hour
- * Owners Champagne Check-In Nights
- * Sip, Shop and Spa
- * Owner First Tracks with Resort Leadership

We hope you'll join us for these special gatherings. Be sure to visit the Owners Webpage for more details!



WINTER RESERVATION REMINDERS

Winter reservation reminders were emailed November for all Owner stays booked for the season.

Owner Services also sends additional reminder emails 1-2 weeks prior to arrival.

If you believe you have an upcoming stay and haven't received a confirmation or reminder, please reach out to Owner Services so we can assist.

Don't forget - it's never too early to plan ahead! Owner calendar dates are available for 2026, 2027, and 2028!



OWNER ONLINE TOOLS

OWNER RELATIONS PORTAL:
Book reservations, view statements and rental activity, and more!

OWNER WEBSITE:
Your go to for HOA and hotel information and updates!

OWNER DUES STATEMENTS PORTAL:
View your HOA account balances.

WINTER 2025-26

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CONTACT INFORMATION UPDATE REMINDER

Don't miss out on important updates, notifications, reminders and more. Please make sure we have your most up-to-date contact details!

Be sure to contact us with any changes!

RENTAL INCOME: PAYMENT OPTIONS

Did you know? You have several choices for receiving your rental income payments! Rental income can either be applied directly to your HOA dues and property tax accounts, or we can deposit the funds directly into your bank account. There's no need to wait for a paper check to arrive in the mail. Contact Owner Services today to discover your options!

TRAVEL THE WORLD! EXPLORE YOUR TIMESHARE EXCHANGE BENEFITS

Hotel owners benefit from affiliations with Boyne Vacation Club, Interval International and RCI. At Sunday River, all rental management participants are eligible for membership in the Boyne Vacation Club, an innovative vacation exchange plan that gives you access to more than 2,200 resorts in 75 countries around the globe.

If you'd like more information on how to take advantage of these benefits, Owner Services is happy to help.



Owner Mug Club

The Camp and Sliders Mug Club is exclusive to Hotel Owners. Members receive a 20oz Mug and enjoy Mug Club specials throughout the winter, including one free appetizer.

The cost of the Mug Club is \$50 per year, valid December 1 through November 30.

To sign up, please contact Owner Services.

Owner Breakfast Benefit

Owners enjoy a discounted breakfast buffet price at Camp and Grand Ave, along with complimentary coffee at both locations even if you're not dining for breakfast. Start your day fueled up and ready to enjoy everything Sunday River has to offer. Contact Owner Services for more info!

