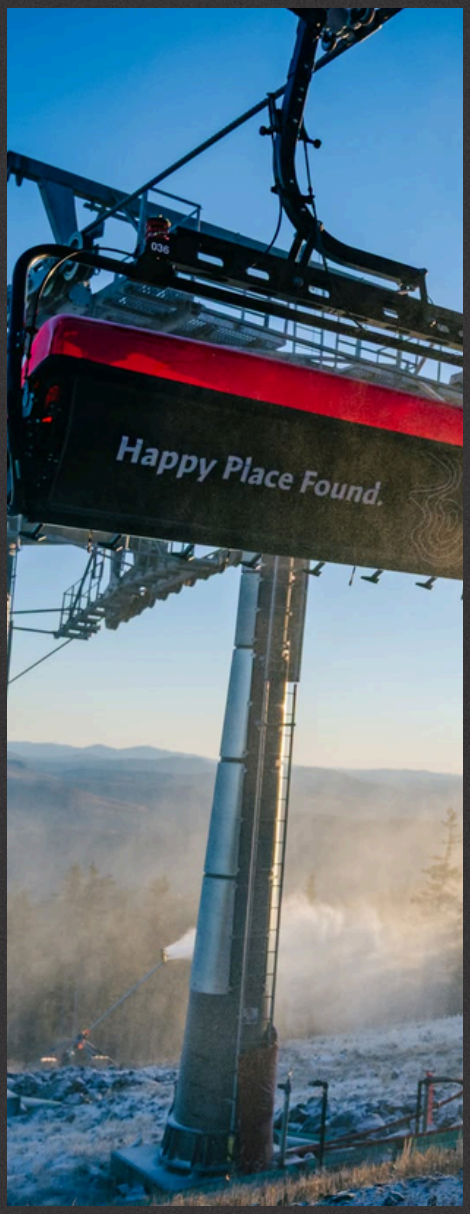


NOVEMER 2026

OWNER SERVICES NEWSLETTER

HELLO OWNERS!

Winter is just around the corner and our lodging teams are busy preparing for the winter rush, welcoming new team members, and making sure everything is ready for your arrival. This month, we are sharing a few helpful reminders as you prepare for your upcoming stays, including winter reservations, HOA payment options, and keeping your contact information up to date.

With Thanksgiving just around the corner, we're especially reminded of how grateful we are for our wonderful owner community. Thank you for your continued partnership, support, and for making Sunday River such a special place to be. We look forward to welcoming you back for another memorable winter season!

– Joelle Varnum & Autumn Abraham

The Sunday River Owner Services Team

FOOD & BEVERAGE SPOTLIGHT

Happy Thanksgiving

Let Camp take care of Thanksgiving dinner this year! Skip the kitchen stress and gather with family and friends for a festive holiday feast featuring all your traditional favorites, along with signature Maine dishes that add a little local flavor to the celebration! Enjoy a delicious holiday meal, spend time with the people who matter most, and let us handle the cooking!

View the full menu and event details: Thanksgiving at Camp

YOUR SPA VISITS JUST GOT MORE REWARDING!

Have you picked up your Jordan Spa Owner Loyalty Card yet? It's our way of saying thank you for making the spa part of your Sunday River experience!

Here's how it works:

- Pick up your loyalty card at The Jordan Spa.
- Earn one punch for every eligible $150 spent at the spa.
- Collect five punches and enjoy a complimentary 60-minute massage, body treatment, or facial!

THE JORDAN SPA

A few things to know: Complimentary treatments can be redeemed Monday through Thursday, with one reward available per month. While the loyalty card is for the owner, the complimentary treatment can be gifted to a family member or a guest staying in your unit.

Stop by The Jordan Spa to pick up your card and start earning rewards! **Opening for winter 12/19!**

BOOK TIME TO MEET WITH OWNER SERVICES

SCAN ME

UPCOMING RESORT EVENTS

SEE MORE

SANTA SUNDAY	SUPPER CLUB	WINTER FEST
December 13	*Saturdays - Winter*	*December 19*

NOVEMBER 2026

OWNER SERVICES NEWSLETTER



GETTING READY FOR WINTER: MEET THE TEAM!



Winter is the most exciting time of year at Sunday River, and our lodging teams have been working hard behind the scenes to get ready!

We're welcoming new faces across our Front Desk, Housekeeping, and other lodging departments while helping returning team members refresh their knowledge and prepare for the season ahead. From training and familiarization to reviewing service standards and daily procedures, we're focused on making sure our teams are ready to deliver a great experience for every owner and guest.

We look forward to introducing you to some of our newest team members and welcoming everyone back for another great winter season!

WINTER RESERVATION REMINDERS ARE ON THE WAY!

REMINDER

It's almost time to hit the slopes! Your winter reservation reminder emails will be arriving in November for owner stays booked from December through April.

When your reminder arrives, please take a few moments to review your upcoming reservations and make sure everything looks right. If there are dates you no longer plan to use, please let us know as soon as possible so we can release those nights into the rental program.

Don't see a reminder for dates you thought you had booked? Please reach out to Owner Services right away so we can look into it with you.

You can review and manage your reservations through the Owner Relations Portal or contact us at ownerservices@sundayriver.com. We look forward to welcoming you back this winter!

NEW & IMPROVED HOA DUES AND PROPERTY TAX PAYMENT OPTIONS

CondoWeb Account Access: Jordan Owners | Grand Summit Owners

Looking for an easier way to manage your quarterly HOA dues? We are excited to offer two new, more convenient payment options.

No- Fee Automatic ACH: Enroll in automatic bank drafts and have your quarterly HOA dues paid directly from your bank account, at no cost. Simply complete the ACH HOA Payment Authorization Form to enroll (Jordan | Summit).

Credit Card Payments: You will soon be able to pay your HOA dues and property taxes directly through your online CondoWeb account. Log in, navigate to Financials, and select Make a Payment. A processing fee applies and will be displayed before you confirm your payment.

Visit your Jordan or Grand Summit CondoWeb account to review your balance at any time. Questions? We're always happy to help!



NOVEMBER 2026

OWNER SERVICES NEWSLETTER

A QUICK REMINDER FOR YOUR NEXT CHECK-IN

As you prepare for your upcoming stays, we wanted to share an important reminder about check-in. **A physical credit card must be presented at the Front Desk for all stays** moving forward.

While you may have previously been accustomed to asking our team to use the card on file, a physical card is now needed at check-in so it can be swiped at the desk. Please plan to bring your credit card with you when arriving at either hotel to help make your check-in experience as smooth as possible. Thank you for your understanding!

CELEBRATING SOMETHING SPECIAL? LET US KNOW!

At Sunday River, we believe the little details can make a big difference! Whether you're celebrating a birthday, anniversary, family milestone, or another special occasion during your stay, we'd love to know.

Let our Owner Services know when something special is coming up. While we can't promise every request, we'll always look for opportunities to add a thoughtful touch and make your time at the mountain even more memorable. It's all part of bringing a little Unreasonable Hospitality to every stay!



HAVE YOU UPDATED YOUR CONTACT INFORMATION?

As we approach the end of the year, we want to make sure we have the most up-to-date contact information on file for all owners.

Please take a moment to review your mailing address, email address, and phone number and let us know if anything has changed.

Keeping your information current helps ensure you receive important owner communications, account updates, and upcoming year-end tax documents without delay.

If you need to make an update, please complete an 'Update Owner Details' form and we'll be happy to assist!

Sunday River Owner Services ownerservices@sundayiver.com