

Hawthorn Suites at The Victorian Resort & Conference Center

Victorian Owner Update

Date: June 25, 2009

New Siding

We had a delay on the delivery of the hardiplank siding. It should be here June 28. To complete the entire property, it will take approximately 6 months.

New Garden Hot Tubs

Based on permitting from the City, the revamp of the Garden Hot Tubs should begin June 29.

Renovation of Units

A letter is being sent to all units which need renovation. It will offer choices to remain in rental pool, approval of upgrades and when payment will be due.

Cruise Transportation

Owners wishing to use hotel transportation to the cruise terminal **MUST** call the hotel 72 hours prior to reserve a place on the scheduled bus -- **NO EXCEPTIONS**. This will help you and hotel guests get to the cruise terminal.

Continental Breakfast & Wednesday Night Social Hour

These food venues are for Rental Pool guests and short-term rental pool owners only.

Roof Repairs

Are still on-going.

Lobby Frontage

New portico will start in 60 days. More details to follow...

Making Owner Reservations

OCCUPANCY CALENDAR.

This is the preferred method to ensure that your reservations are accurate. You can find the Occupancy Calendar on the website.

ONLINE RESERVATIONS.

This is a good method to make your reservation at any time of day. Go to: www.victoriancondo.com Select the button **BECOME AN OWNER** and go to the bottom of the page and click on the area designated for owner reservations. Once the reservations department receives this email, one of them will contact you within 48 hours to verify that your unit is available for that stay date, and if so, provide you with a confirmation number. If the unit is not available, the reservation agent will let you know that as well.

PHONE RESERVATIONS.

You **must** call 409.740.3555, press 0, and advise the operator that you wish to make an owners reservation and they will direct you to one of our reservation staff members. We prefer you speak directly to the Reservations Manager, Geneva Groves, at extension 2282 and call between 8 a.m. and 5 p.m. CST weekdays.

David LaPorte
Resort Manager



William C. Elton
President



HAWTHORN SUITES

The
Spectrum
Organization, Inc.

Management Company