



SIERRA
SEASONS FALL

2017

www.qmresorts.com

Message from the CEO



Hello Valued Owners!

It has been a record-breaking year for the occupancy at your resorts this year. It appears that as the economy gets better and the epic winter in Tahoe we experienced so does the desire of our owners to travel again and this is both good and bad for our owners.

The good is that more and more owners are staying at the properties than in previous years, and enjoying their time off with family and friends. We had an amazing summer season with a full lake and nice warm weather. We brought up more owners this year than in the pre-recession years so it has been great to see all of you taking advantage of your vacation time again!

The bad is that due to increased consumer demand, the ability to travel on busy summer weekends on short notice has become a bit more challenging. It is probably a good idea to think about the 2018 summer season now and all of the events that you might want to attend so that you can get some dates locked in.

Keep in mind that we do have last minute cancellations for busy dates and don't be afraid to pick up the phone or make a request at www.qmresorts.com/reservations-request because there is a good chance we can get you in on shorter notice as well.

Fall is a fantastic time to get up to Northern Nevada or exchange your time to one of your favorite destinations. It is nice to be up here with the cooler temperatures and the changing of the seasons.

If you have any questions as to how to fully maximize your use time, please contact your reservations department and they will help educate you on the booking procedures, and fulfilling your future requests. In the meantime, we will continue to offer information in the newsletters on how to best utilize your time.

Happy Vacationing!

Larry Roberts

CEO
QM RESORTS

Management Memo Events Calendar



The 22 years I have spent working with families to realize their dream vacation have been some of my most fulfilling. As the corporate broker and sales and marketing director for QM Resorts, I have been able to meet an owner that came to the resort at 14 with his dad only to bring his own 14 year old son to the Thunderbird years later. Stories like that one aren't hard to come by with the incredible group of owners that calls QM Resorts their home away from home.

With the kickoff of the remodel at the Thunderbird and the completed renovation at both the Tahoe Chaparral and the North Lake Villas, I am excited for our guests to beat the summer heat in the beautiful units up at Lake Tahoe and look forward to what will be a better-than-ever Thunderbird Resort Club. Whether you're looking for more time with your loved ones, your friends are interested in becoming owners, or maybe your kids are old enough to become owners themselves, stop by and we'll see how we can help. I look forward to making sure that your vacation is as memorable as my years at QM Resorts have been.

Timothy J. Roth

QM Resorts Corporate Broker
Sales & Marketing Director

Save the date!

DATES

EVENTS

Sep 27 – Oct 1	Street Vibrations Fall Rally
Oct 7, 2017	14th Annual Downtown Truckee Wine Walk & Shop
Oct 7 – Oct 8	Eldorado's Great Italian Festival
Nov 11, 2017	Veterans Day Parade
Nov 30 – Dec 3	Tahoe Film Festival
Dec 8 – Dec 9	30 North Pole Village

For more events: <https://www.visitrenotahoe.com/reno-tahoe/what-to-do/events>
<https://www.gotahoenorth.com/events/> <http://tahoesouth.com/events/>

Owner Rental Program Update...



HAPPY BIRTHDAY ORP...you're 1 year old!

QM Resorts Club Members Owner Rental program was officially implemented 1 year ago this August! We've had some time now to get everything running smoothly and the engines have been fine tuned for maximum performance!!!

So what's the 411 on the \$\$\$ you ask...

I'm glad you asked... Now we have the pleasure of "showing you the money"! So here are some stats (as of August 1st 2017) on our first year's performance!

- 97 Club QM Members entered the ORP in 2017
- 24 Owners have completed their program and have been issued a check
- Total Revenue Collected for the completed ORP's.....\$26,242.90
- \$1,093.45 average week rental revenue
- \$528.04 average owner payout

Don't Forget...

Perks...

- You have a dedicated Owner Rental Coordinator, who is available to provide services and answer your questions.
- Your week will be listed with over 500 retail partners and on QM Resorts website.
- Your week will be listed in the Global Distribution System (GDS) which is available to any of the thousands of Subscribed Travel Agents worldwide.
- You don't have to do any of the work, everything is handled by your Owner Rental Coordinator

The skinny on how to...

- 1) You must be a Club QM owner... Contact 800-788-4297 for more information.
- 2) To deposit your week into the Owner Rental Program, you must first contact the reservations department and request entry into the program.
- 3) You will receive an email with the program details and necessary paperwork to move forward with renting your week. Remember: There are NO GUARANTEES that your time will be rented, whether as a full-week or day to day increments but selecting desirable dates increases your odds of success.
- 4) Once your paperwork is completed and returned, we will promptly schedule a conference call to go over any details of the contract, go over your options for depositing your week, and finally we will put your week to work for you!
- 5) The QM Resorts Reservations Department must receive your completed Rental Agreement & W9 form before your time can be placed into the Owner Rental Program.
- 6) Remember, only your current years' time and the top tier of your time can be entered into the program.

How does it work...

- 1) Complete and return Rental Agreement & W9.
- 2) Your listed interval may be rented by daily increments or in full.
- 3) If your week or day to day increments are sold; your check and statement will be mailed within approximately 45 days after your week is over.
- 4) Any nights during your listed week that are not rented cannot be carried over or used at a later date.

Booking Tips & Tricks

Ridge Sierra



Ridge Sierra is one of QM Resorts Signature properties, nestled high atop the Sierra Nevada Mountain Range; this unique alpine resort comes with views that take your breath away and leave you wanting more!

Christmas & NYE 2018

- Christmas & New Year's Eve weeks fill up fast. Requests for these time periods need to be submitted in writing and postmarked by...
 - January 15th for Club QM Platinum members
 - February 15th for Club QM Gold, Silver, and Bronze members with sufficient banked time

Booking your stay in Advance

With the use of Timeshare's going up "92% utilization" according to RCI, we implore all of our owners to book their stays as far in advance as possible. With that here's what you can expect from your Club QM Membership

- Club QM Platinum Level
 - Can book up to 11 months in advance
- Club QM Gold, Silver, & Bronze Levels
 - Can book up to 10 months in advance

What does staying at the Ridge Sierra equal for your use time

- Club QM Platinum Membership = 1 week per year / one year of use time per week stayed
- Club QM Gold Membership = double time (x2) / two years of use time banked per week stayed
- Club QM Silver Membership = triple time (x3) / 3 years of use time banked per week stayed
- Club QM Bronze Membership = quadruple time (x4) / 4 years of use time banked per week stayed

Don't forget about Bonus Time Rates

If you want to stay, but don't want to use your "Club QM use time", bonus time rates are a perfect way to get your stay in at the Ridge Sierra for an absolutely amazing price!!

- Club QM Platinum Membership = \$55 per night
 - Unlimited Bonus time per year
- Club QM Gold Membership = \$60 per night
 - 30 nights per year
- Club QM Silver Membership = \$65 per night
 - 21 nights per year
- Club QM Bronze Membership = \$70 per night
 - 14 night per year

Fall Things To Do Around Reno and Lake Tahoe



Reno's fall season is a great time to be out and about, enjoying the pleasures of visiting the Reno / Tahoe region. Numerous activities compete for your attention, from organized events to quiet hikes through aspen groves of golden fall color at Lake Tahoe. Many of my suggestions are suitable for everyone, so take the family on a fall outing to savor the sights and sounds of the changing seasons.

Reno Fall Activities for Families

Some of the events listed above are suitable for the whole family. Here are some others that aren't necessarily organized activities, but fun for everyone nonetheless.

- Halloween Activities
- Craft Fairs for Fall and the Holidays
- Autumn Outings in Washoe County Parks
- Rink on the River Ice Skating
- Scheels Turkey Trot in Sparks Turkey Trot
- Northstar at Tahoe Gondola and Lift Rides

Reno and Lake Tahoe Fall Events

There are numerous fall events around Reno and Lake Tahoe to help you have fun and enjoy the mild weather as fall slowly transitions into winter, when snowy activities come to the fore.

- | | |
|-----------------------------------|--------------------------------------|
| • Street Vibrations | September 27, 2017 – October 1, 2017 |
| • Nevadafest Celebration | September 30, 2017 |
| • Reno Celtic Celebration | October 7, 2017 – October 8, 2017 |
| • Eldorado Great Italian Festival | October 7, 2017 – October 8, 2017 |
| • Reno Beer Crawl | October 28, 2017 |
| • Nevada Day Celebration | October 28, 2017 |
| • Off Beat Music Festival | November 2, 2017 – November 4, 2017 |
| • Reno AerialFest | November 4, 2017 |
| • Veterans Day Parade | November 11, 2017 |
| • Tahoe Film Fest | November 30, 2017 – December 3, 2017 |

Reno Museums and Places of Interest

- Visit Museums in Reno / Tahoe Region
- Nevada Museum of Art
- National Automobile Museum
- Wilbur D. May Center Museum
- Sparks Heritage Museum
- Nevada Historical Society
- Fleischmann Planetarium and Science Center at UNR
- Nevada State Museum in Carson City

Resort Management Updates



President John F. Kennedy once said, "The time to repair a roof is when the sun is shining."

The Board of Directors' (BOD) at your resorts have recognized the fact that the time to make improvements and not defer maintenance is NOW; while we are in an improving economy versus delaying issues to keep costs artificially low. We applaud the Boards' commitment in looking for solutions, keeping your properties updated and looking nice for years to come!



The North Lake Lodges BOD has been presented with preliminary options for a complete interior renovation that could begin in 2018. We will keep you posted on details as they become available.



The remodel of the Thunderbird Resort Club is in full effect! Over 10% of the

units have been completed with new flooring and paint scheme, and additional units will continue to be completed as funds become available. The Thunderbird BOD has approved the installation of ALL NEW FURNITURE when it arrives (within 90 days or less)! This means that next time you arrive at the Thunderbird Resort, the blown

out sectional sofa that has been around for years will not swallow you! The duration of the project is still slated for a two year completion time so it is possible that you may stay in a non-renovated room with NEW furniture but don't fret, we will still continue to renovate these units and show you the progress.



DOG FRIENDLY! Many of us Dog Parents are faced with difficult

decisions when travelling away from our fur babies on vacation. Some of us have family that will watch our pets, some people board their pets, and others "claim" that they are "service animals" (you know who you are... wink, wink). The Ridge Sierra BOD recognized this and has recently approved the ground floor units in the Quaking

Aspen buildings to be converted to pet friendly units! Planned for renovation in 2018, the pet friendly units will feature laminate wood flooring and pup friendly features. More details to come!



Club QM Owners, As indicated in the comments above, significant remodel

projects for 2018 have been approved and are underway at Thunderbird Resort Club and The Ridge Sierra with proposed 2018 work also being evaluated by the BOD of North Lake Lodges. The Club QM BOD has revised the Club QM annual budget and membership rates for 2018 to support the upgrades approved by our member resorts' BODs. As explained to Club QM members at the annual association meeting held on September 13, 2017, annual membership rates for 2018 are as follows:

- | | |
|-------------|------------|
| 1. Platinum | \$1,537.18 |
| 2. Gold | \$1,197.61 |
| 3. Silver | \$ 988.57 |
| 4. Bronze | \$ 919.70 |

These membership rates offer an industry leading average room cost while enhancing the quality of user experience in your resorts, and ensuring the required funds will be available to continue the remodel of the current resort properties and provide required reserves to address futures repairs and maintenance.

Club QM Owners Corner...GOLD PASSPORT



As a “Club QM owner” you own a

- o Platinum Passport
- o Gold Passport
- o Silver Passport
- o Bronze Passport

Do you know what kind of ownership you have?

With the evolution of Time Share over the years from fixed weeks to floating, Club QM was created to address the QM Resorts’ owners need for more flexibility and time.

How far in advance can I book?

Resort	Gold Members book up to:
Thunderbird	1 year in advance
Ridge Sierra	10 months in advance
North Lake Lodges	2 years in advance
North Lake Villas & Tahoe Chaparral	10 months in advance

There are NO seasons for Club QM Owners so you can travel and check-in any time of the year!

What properties can I use?

As a Gold Passport owner you have full use of all of the Club QM properties and facilities. Your USE TIME properties currently include:

- Lodges at Kingsbury – Stateline, NV one and two bedroom Deluxe units
- Northlake Lodges - Incline Village, NV studio and one-bedroom Deluxe units
- Thunderbird Resort Club – Sparks, NV one and two bedroom Deluxe units

You want options you say...

Gold owners have 30 nights per year of “bonus time” available at all of the Club QM properties except Lodges at Kingsbury. The rate is from \$40 to \$60/night (not tax inclusive). Bonus time for Gold owners also include the signature properties:

- Ridge Sierra – Stateline NV, all two-bedroom Signature units – Book as soon as 14 days in advance
- Tahoe Chaparral – Incline Village, NV all two-bedroom Signature units – Book as soon as 60 days in advance
- Northlake Villas - Incline Village, NV all two-bedroom Signature units - Book as soon as 14 days in advance

Need more time?

Gold Passport Membership will multiply as follows: One (1) Gold use week equals one (1) week in a two bedroom unit in a Deluxe Resort; or two (2) weeks in a one bedroom unit in a Deluxe Resort; or three (3) weeks in a studio unit in a Deluxe Resort.

You won't lose time

Any time you haven't used, even one night, will automatically roll over to the following year. It will be available for your use for 3 years.

Exchange

As Gold owners, your yearly membership to Interval International is included in the dues. When you exchange your time through the Club QM direct exchange, you can

exchange for only \$79 per week. If using Interval International exchange services the exchange fee is only \$189.

Don't Forget...

We are always here for you!!! Whether it's a question for Sales, Reservations, or our Front Desk Team we will find the answer for you (800) 788-4297.

Traditional Owner's Corner Ridge Sierra



Do you know what you own?

We sometimes forget the ins and outs of what our ownership entails. It is our pleasure to help you! QM Resorts Reservations team is at your service to help with any questions you may have.

Prime & Swing

Ridge Sierra has 35 two-bedroom units

- o Queen / Twin – 17 units (12 with an oversized jetted bathtub)
- o Queen / Queen – 18 units (3 with an oversized jetted bathtub)

You want options you say...

If you can't use your whole week why waste the days you won't be staying...

You Don't Have To That's The Best Part!!!

As a Traditional owner you have the option to split your week...split weeks need to have all 7 nights booked when making your reservation. Following are the splits...

- Friday check in for 3 nights
- Friday check in for 4 nights
- For example...
 - o 3 night split 1st Res = Fri – Mon / 2nd Res = Mon – Fri
 - o 4 night split 1st Res = Fri – Tue / 2nd Res = Tue – Fri

Advanced Bookings

Ridge Sierra Traditional Multi-Week (owns more than one week per year) Owners can reserve eleven (11) months or less in advance. Single-Week Owners can reserve ten (10) months or less in advance. Split weeks can be reserved (9) months or less in advance with both reservations for the split being within that (9) month span. Bonus time can be reserved fourteen (14) or less days in advance of the first day of occupancy. Don't Forget...We are always here for you!!! Whether it's a question for Sales, Reservations, or the Front Desk Team we will find the answer for you!!!

As a traditional owner you can own at

- o Tahoe Chaparral
- o Thunderbird Resort Club
- o The Ridge Sierra
- o North Lake Lodges

What are the rules you ask...

This quarter we will be highlighting our Ridge Sierra Traditional Owners. We know how busy life can get and we do not expect you to remember all of the rules to how your ownership works...

that's why we're here

3 options for Traditional Ownership...

Even Year Owner (can only book during an even numbered year)

Odd Year Owner (can only book during an odd numbered year)

Every Year Owner (can book each year)

THE SKY'S THE LIMIT AND WE'RE HERE TO SERVE SO...GUIDELINE TO THE SNOW LINE OF RIDGE SIERRA TRADITIONAL OWNER BOOKING RULES...

There are two seasons for Ridge Sierra Traditional Owners with an arrival date of either Friday or Saturday

Dear Valued Owner



Share the Magic. Reap the rewards!

The best things in life are most enjoyed when sharing with those special people you care about the most. What could be more rewarding than sharing with your friends, an opportunity to discover Club QM Vacation Ownership and all of the advantages of your vacation lifestyle?

Sharing can be rewarding!

You earn rewards each time you refer an eligible guest to tour the resort. For each eligible referral that visits and previews Club QM you receive a thank you gift of \$100*. This is a great opportunity for your friends and coworkers to learn more about the benefits of ownership here at Club QM while enjoying a one bedroom suite at the Thunderbird Resort Club.

Send your coworkers. Send your neighbors. Send close friends!

You must pre-register your guests prior to travel to receive referral credit, so give us a call today.

Thank you,

Concierge Services
800-438-2754

**Referral promotions change from time to time, contact your Concierge to see what the current REWARDS are and see what the eligibility requirements are for your referral. Referral Programs are subject to change without notice.*

GREAT NEWS!

Owners always want to know what's going on but don't always have a chance to come by for a property update. We are pleased to announce that we now offer owner updates from the privacy of your home. You will be contacted by phone to see if you would like to join us for a conference call and informative webinar. For anyone who doesn't consider themselves to be web savvy, you are always welcome to join us at the property for your owner update.

To schedule an owner update please call 800.438.2754

At QM Resorts, your time is important to us and we understand that calling us is not always convenient. visit www.qmresorts.com and skip the phone call! Learn about all five of QM's properties and view pictures of rooms. Book time or exchange a week, request information, contact the concierge, read testimonials and read the latest QM news at your convenience. Direct phone numbers for the corporate office, reservations, accounting and marketing departments, as well as the general email address, can be found on the Contact Us page.

visit www.qmresorts.com

EMAIL AND IMPORTANT COMMUNICATION INFORMATION

To receive future newsletters by email, send your email address to sophia.terry@qmcorp.com or contact owner services at 800-821-4912.

Owner Services: 800-821-4912 | Marketing: 800-438-2754
Corporate Office: 800-788-4297

Accounting: 800-788-4297 | Email: info@qmcorp.com



PROTECT YOURSELF FROM FRAUD

Know the signs! 6 Red Flags of a Resale Scam:

- If you're contacted regarding the sale of your timeshare or the elimination of maintenance fees;
 - If an offer sounds too good to be true (it likely is);
 - If you're asked to pay an upfront fee for a future "service";
 - Promises to modify or cancel your timeshare contractual obligations; or
 - Any call or mailing offering to transfer your paid-off ownership to another party;
- If you receive a call from someone claiming to be a representative of ARDA or ARDA-ROC (ARDA and

ARDA-ROC DO NOT contact owners unless first requested by the owner to do so. ARDA and ARDA-ROC DO NOT perform any resale services.)

Don't send money up front! Before listing your ownership for rent or sale, learn more by visiting the Time-share Resale Resource Center website at <http://ardaroc.org/resales/>



WELCOME TO
QM RESORTS

Your home away from home.

