

SIERRA

SEASONS SPRING

2024



QM RESORTS

A Note from the CEO



To Our Valued Owners,

Hello and welcome to another installment of the Sierra Seasons Newsletter! Well, we think Spring finally sprung, but I guess you never know when you are in Northern Nevada. Regardless of recent snowfalls, the sun is shining and the weather is starting to warm up. However, if you want a last chance to get on your skis and boards, the Palisades slopes will be open through Memorial Day!

If you're not a skier, that's okay too. We would like to welcome you back to your resorts and encourage you to get out there and enjoy some travel time. There are many great opportunities for you to get out of your town; just reach out to the reservations team and we will do our best to make your vacation dreams a reality.

This issue of the Sierra Seasons brings you some important reminders, a variety of great things happening around the area, resort updates, and helpful hints for booking your next get away. If you need assistance beyond the reservation tips & tricks, call our Owner Services team for help!

Make it a great year and we look forward to seeing you soon!

Happy Vacationing,

Larry Roberts
CEO
QM Resorts

RESORT UPDATES



Your dollars are hard at work as The Ridge Sierra leaps into its amazing new look! One of the topics we have shared with you over the last year is the significant damage done to the Ridge Sierra property at Olympic Court. The exterior was in great need of exterior repairs due to harsh weather over the years.

Just to recap, the remodel is for the total renovation of the exterior and includes replacement of the roof, siding, windows, and doors. The roofing material is modern metal roof panels that are complemented by a color impregnated concrete siding material by James Hardy. The windows are being replaced in favor of energy efficient models that will increase the insulative factor throughout the year. The new façade is a modern mountain theme with the use of complementary colors and corrugated “eyebrows” over the windows to add to the mountain design and to deflect snow and water from the sides of the buildings.

If you have not yet been up for a visit to see the work in progress, here is a before and current peek of the progress to date. We look forward to revealing the beautiful finished work soon! As always, thank you for being a valued owner and for your patience during our construction.



Why Go to Lake Tahoe?

Incredible, extraordinary, mind-boggling ... try as you might, you'll have difficulty finding words that do justice to the sheer beauty of Lake Tahoe. Resting on the California-Nevada border, Lake Tahoe has long been a favorite vacation spot, welcoming about 15 million visitors each year. Travelers are drawn here by the steep granite cliff sides and towering mountaintops, as well as the crystal-clear waters that have earned Lake Tahoe the reputation of being one of the most beautiful bodies of water in the United States. While the stunning blue lake alone is worth a trip, the surrounding area, also known as Lake Tahoe, boasts miles of hiking trails, dozens of picture-perfect vistas and some of the best skiing in North America.

But wait - there's more. Lake Tahoe seems to have adopted the major traits of its neighbors. You'll find San Francisco-style high-end shopping and dining along the lake's north shore, while opportunities to test your luck reside in the south shore's Reno-esque casinos. You'll also find plenty of activities that Lake Tahoe is proud to take credit for, including mountain gondola rides, hot air balloon adventures and scenic cruises across the mirror-like water.

Best Things to Do in Lake Tahoe

[Emerald Bay State Park](#)

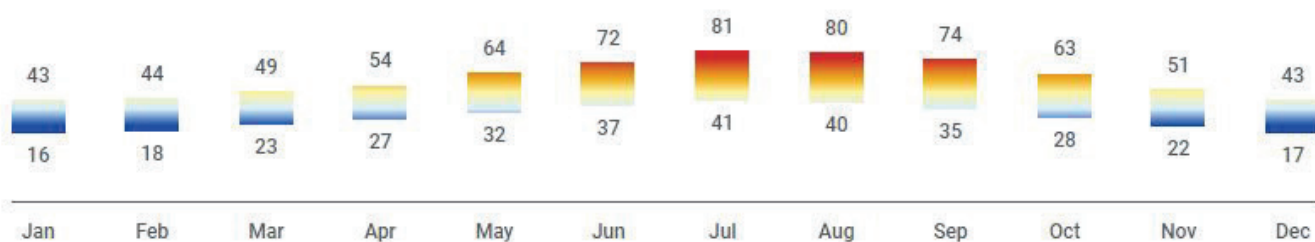
[Sand Harbor State Park](#)

[Incline Village](#)

Best Months to Visit

The best times to visit Lake Tahoe are from March to May and from September to November, but the area welcomes visitors throughout the year thanks to the wide variety of attractions and activities. With warmer weather comes beachcombers: In July and August, Tahoe's shores are lined with oversized umbrellas and sun-drenched kids. There's a small break in tourist activity during the fall, but as the temperatures decline, visitors re-emerge with skis in hand, ready to tackle the powder. Traveling in early March or early to mid-November specifically will allow you to experience the area at a fraction of the price.

Average Weather in Lake Tahoe



Hey there! It's That Time of Year.

Here are a couple of important dates to log to your calendar...



Hot August Nights Booking Date for 2025 Reservations

Hot August Nights is a very popular booking period for our owners. This year's call-in date to book your 2025 Hot August nights reservation will be on **Thursday June 6, 2024**. We would like to outline some helpful tips to help you get your reservation booked!

- On the **SPECIFIED DAY**, reservations will only be taken via phone by calling (800) 821-4912
- Phone lines will open beginning at 8:00am (no earlier) and will close at 4:45pm
- Calls are taken in the order in which they are received
- Limited to one reservation per owner account
- Please do not hang up and redial as this will only cause you to lose your spot in line
- Due to the extremely high call volume on this day, dropped calls are a risk. We thank you in advance for your patience with our team as they work diligently to assist with your booking needs.

We look forward to hosting you at your home away from home!



Club QM, North Lake Lodges, and Tahoe Chaparral Owners!

Incline Village General Improvement District (IVGID) Recreational Punch Cards for 2024-25 will be available June 1, 2024. An IVGID punch card can be used to access the beaches, pool and daily boat launching fees and the difference between the regular rate and IVGID Pass daily or hourly rates at the Recreation Center, Tennis Center, Diamond Peak Ski Resort and IVGID golf courses; the regular rate must still be paid. While we currently do not have details on this year's card value, we are ready to make plans for issuing cards.

The cards will be distributed on a first come basis by calling in to claim a card. The date to call & claim will be **Thursday May 23, 2024**, at 8:00am until gone. As a reminder, there is a very limited amount of punch cards to be distributed. Once they're gone, they're gone!

IMPORTANT: No other claim methods will be accepted. No voicemails, emails, contacting other departments, or mail requests will be considered for claiming a punch card and not before the claim date and call-in hours.

Below are some helpful tips when calling.

- To be eligible to request a card, your account must be current.
- Cards can only be claimed by phone on the **SPECIFIED DAY**, by calling owner services at (800) 821-4912
- Phone lines will open beginning at 8:00am (no earlier)
- Calls are taken in the order in which they are received
- Limited to one punch card per owner/couple (multiple accounts will not be granted)
- Please do not hang up and redial as this will only cause you to lose your spot in line
- Due to the extremely high call volume on this day, dropped calls are a risk. We thank you in advance for your patience with our team as they work diligently to assist with your booking needs.

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Club QM Owners,

Are you interested in seeing some of your direct exchange sources directly? Don't dream about your next vacation, take a look at some of your available vendors and let's get you booked today!



Club QM is giving you the power over your plans! QM Resorts Owner Services department takes care of all of your exchange needs and will continue to do so, but why not give you some power over your plans? QM Resorts works with several exchange companies to fulfill your direct exchange requests. One of our favorite direct exchange vendors is **Resort Travel & Exchange** the RTX site makes planning your vacation simple! Sign up now and start viewing a wide range of exchange opportunities that are available NOW through the Club QM Direct Exchange Program! When you find a vacation week that fits your needs, simply contact Club QM Owner Services at (800) 821-4912 or put in a request at www.qmresorts.com/qm-resorts-club-qm-exchange and let us know the details. We take care of the rest.

Club QM Owners, also enjoy searching some of our other vendor sites:

Tradingplaces.com

Rtx.travel

htse.net

Once you've found your dream location, email us at reservations@qmcorp.com and include the following:

- Which website the week is listed on, the resort name and location, and the available week.

Exchange Rates:

- **Platinum:** First exchange of the year free, additional exchanges - \$109 per week.

Gold \$129 per week

Silver \$149 per week

Bronze \$169 per week

Bonus Time Guest Certificates. Club QM members, are you remembering to take advantage of bonus time offers? Would you like an extra get-a-way while not using your owner use time? For availability or to schedule your next trip, call owner services at (800) 821-4912.

Maybe you're booking bonus time to gift to a third party... if so, please ask your owner services agent about a **guest certificate**. Gifting bonus time will require a guest certificate. A guest certificate will be booked for a fee of \$50 + tax to authorize a non-owner to use/check-in to your reservation. Contact owner services for more information or to get your gift booked today!

Club QM Direct Exchange. Yes, we have inventory NOW!! You see what we see. Keep in mind that these weeks are available first-come, first-served basis and the inventory is a constant rotation of availability. If you do not see the week listed that you are looking for you may contact us and put in a request. Once your request has been submitted, we will send out an email blast to over 200 vendors searching daily for your request.

For a list of destinations, visit www.QMResorts.com or contact Owner Services. If you don't see what you want, please reach out and we will email your request to our 200 plus exchange vendors and work on your request!

Club QM Reservations Team

Book Your Exchange Vacation with Club QM

ID	ARRIVAL	DEPARTURE	SIZE	RESORT	CITY	STATE
9836	05/25/24	06/01/24	1BD	PVC at Daytona	Daytona Beach Shores	FL
9851	06/29/24	07/06/24	2BR	Coral Mar Condominiums	Cancun, Quintana Roo, Mexico	
9852	07/27/24	08/03/24	2BR	Coral Mar Condominiums	Cancun, Quintana Roo, Mexico	
9854	05/17/24	05/24/24	2BR	Desert Breezes	Palm Desert	CA
9855	05/31/24	06/07/24	2BR	Desert Breezes	Palm Desert	CA
9856	06/07/24	06/14/24	2BR	Desert Breezes	Palm Desert	CA
9857	07/05/24	07/12/24	2BR	Desert Breezes	Palm Desert	CA
9858	08/09/24	08/16/24	2BR	Desert Breezes	Palm Desert	CA
9859	07/20/24	07/27/24	2BR	Villacana, Comunidad, Playa de la	Estepona (Malaga)	Spain
9905	07/20/24	07/27/24	1BD	Lawai Beach Resort	Koloa, Kauai	HI
9906	07/27/24	08/03/24	1BD	Lawai Beach Resort	Koloa, Kauai	HI
9907	08/09/24	08/16/24	2BD	Lawai Beach Resort	Koloa, Kauai	HI
9908	08/17/24	08/24/24	2BD	Lawai Beach Resort	Koloa, Kauai	HI
9909	08/23/24	08/30/24	2BD	Lawai Beach Resort	Koloa, Kauai	HI
9910	09/11/24	09/18/24	1BD	Kahana Villa Resort	Lahaina, Maui	HI
9911	09/29/24	10/06/24	OBD	Gardens at West Maui	Lahaina, Maui	HI
9912	08/03/24	08/10/24	2BR	Cliff's at Peace Canyon	Las Vegas	NV
9913	09/14/24	09/21/24	1BR	Grandview at Las Vegas	Las Vegas	NV
9915	09/14/24	09/21/24	1BR	Grandview at Las Vegas	Las Vegas	NV
9916	12/24/24	12/31/24	ST	Club de Soleil	Las Vegas	NV
9917	12/20/25	12/27/25	2BD	Kona Coast Resort I and II	Kailua, Kona	HI
9918	12/15/24	12/22/24	1BD	Kona Coast Resort I and II	Kailua, Kona	HI
9919	12/14/24	12/21/24	1BD	Kona Coast Resort I and II	Kailua, Kona	HI
9920	04/19/25	04/26/25	2BD	Kona Coast Resort I and II	Kailua, Kona	HI
9921	08/02/24	08/09/24	1BD	Kona Coast Resort I and II	Kailua, Kona	HI



The Club QM Direct Exchange program has available inventory NOW!! Keep in mind that these weeks are available first-come, first-served basis and the inventory is a constant rotation of availability. If you do not see the week listed that you are looking for you may contact us and put in a request. Once your request has been submitted, we will send out an email blast to a distribution list of over 200 vendors searching daily for your request. QM Resorts is here for you, continuing to take care of all of your exchange needs! See somewhere you'd like to visit? Give us a call and let's get you booked!



PASSPORT

RESERVATION BOOKING HIGHLIGHTS



All Club QM ownership levels have access to the following “Home” resorts

- Ridge Sierra
- Tahoe Chaparral
- Thunderbird Resort Club
- North Lake Lodges & Villas
- Kingsbury Crossing

Time is counted based upon resort designation and unit size

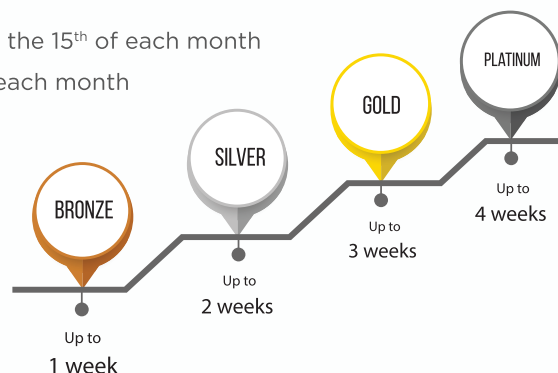
- a) Thunderbird & Kingsbury Crossing – Deluxe 1BD or 2BD
- b) North Lake Lodges – Deluxe 1BD or Studio
- c) Tahoe Chaparral, Ridge Sierra & North Lake Villas – Signature 2BD

Use Time:

- **Tahoe Chaparral** - 1yr in advance
- **Thunderbird** - 1yr in advance from beginning of season as listed on the use calendar
- **North Lake Lodges** - 2yrs in advance
- **Ridge Sierra & North Lake Villas**
 - **Gold/Silver/Bronze** - 10mo in advance beginning on the 15th of each month
 - **Platinum** - 11mo in advance beginning on the 15th of each month

Bonus Time:

- **Thunderbird** - 30 days in advance
- **Ridge Sierra & North lake Villas** - 14 days in advance
- **North Lake Lodges** - 21 days advance
- **Tahoe Chaparral** - 60 days advance w/3 night minimum or Club QM bonus time as little as one day at a time.



Exchanges:

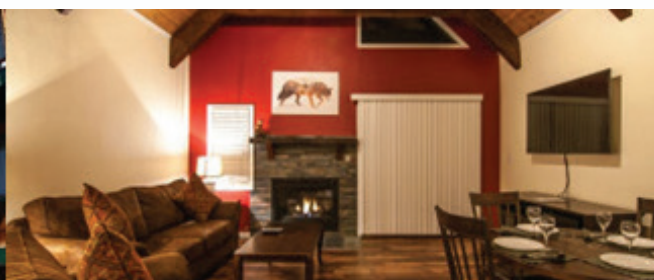
Exchange requests can be put in up to 1 year in advance for Direct & II

Direct Exchange

- **Exchange Values**
 - a) Unit sizes based upon availability determined by exchange resort
 - b) Time is calculated once resort confirms unit size
- **Exchange fees are charged at time of confirmation**
 - a) Choose any destination in the world for only an exchange fee of \$0 - \$219
 - b) Platinum owners, your first exchange every year is free!

Interval International

- Requests should be made in advance
 - Requests auto confirmed if destination has immediate availability
- Exchange fees are charged at time of request



DON'T MISS OUT!



GET READY FOR FESTIVAL OF COLORS 2024!

**Rancho San Rafael Regional Park – April
20th, 12:00pm**

<https://www.neteffectmedia.com/event-tickets/festival-of-colors-reno-2024/>
This multicultural event brings the community together with live music, DJs, dancing, yoga, food and drink, a kids' area, arts and crafts, and more.



HOT AUGUST NIGHTS SPRING FEVER REVIVAL

**Grand Sierra Resort – May 17th –
18th, 2024**

Jumpstart the season with Hot August Nights Spring Fever Revival. This annual event gets your engines warmed up and ready for a summer of classic car events.



THE BIGGEST LITTLE BLOCK PARTY IN THE WORLD

Downtown Reno – May 18th, 2024

The Biggest Little Block Party in The World will transform Virginia Street under the iconic Reno Arch into an electrifying music and arts haven. This all-ages, one-day extravaganza will take place on Saturday, May 18, offering a unique blend of musical performances, art and community activities in the heart of downtown Reno.



STREET VIBRATIONS SPRING RALLY

Downtown Reno – June 7th-9th, 2024

Street Vibrations Spring Rally condenses the excitement of Street Vibrations into one weekend in downtown Reno area at our new venue located at Reno's Neon Line District next to the Sands Regency Casino Hotel. It's the 13th annual event and will include live entertainment, Good Vibrations® Slow Bike Races, poker runs, more than 80 vendors and more.



NELLY & FLO RIDA

Nugget Casino Resort – June 15th, 2024 7:00pm

A savvy rapper with crossover appeal, Nelly seemed like a novelty when he debuted with the Top Ten pop hit "Country Grammar (Hot...)" in 2000, but he quickly proved to be a legitimate hitmaker with "Hot in Herre," "Dilemma," and "Shake Ya Tailfeather" -- and those three only account for a fraction of his Hot 100-topping and Grammy-winning hits.



Looking for a little Spring in your step? Try this Lemon Cheesecake Mousse

Soft, light and delicious, this lemon mousse is the ultimate spring summer dessert. Made with a graham cracker base and a smooth, silky and luscious whipped cheesecake topping, it's pretty hard to resist!

Servings:	8 -10
Prep:	30 minutes
Chilling time:	2 hours
Ready in:	30 minutes

Ingredients

Crust

- 3/4 cup crushed graham crackers (6 full sheets)
- 2 Tbsp (26g) granulated sugar
- 3 Tbsp (42g) salted butter, melted

Instructions

1. In a mixing bowl whisk together graham cracker crumbs and sugar. Pour in butter and stir until evenly moistened. Divide mixture among 8 - 10 dessert cups and lightly press into an even layer, set aside.
2. Pour lemon juice and water into a small bowl. Sprinkle gelatin evenly over top, let rest 5 minutes. Meanwhile, whip heavy cream in a medium mixing bowl until soft peaks form.
3. Add in 1/3 cup of the powdered sugar, tint with yellow food coloring if desired and whip until stiff (but not lumpy) peaks form (shake cream from beaters, no need to clean).
4. In a separate large mixing bowl whip cream cheese until smooth and fluffy. Mix lemon curd and remaining 2/3 cup powdered sugar into cream cheese mixture.
5. Heat rested gelatin mixture in the microwave on high power for 30 seconds. Whisk for 1 minute to thoroughly dissolve gelatin, then let cool 3 minutes (no longer or it may start to set then you could end up with little lumps in the mousse).
6. While mixing cream cheese mixture with hand mixer, slowly pour in gelatin mixture then blend until thoroughly combined.
7. Gently fold 1/3 of the whipped cream mixture into the cream cheese mixture to lighten, then add remaining whipped cream and gently fold until combined.
8. Spoon or pipe mixture into dessert cups over graham cracker layer. Cover and refrigerate 2 hours (or up to 1 day ahead if desired) to set. Garnish as desired. Serve cold.

Notes

- Calories based on 10 servings.
- The gelatin mixture shouldn't be allowed to cool more than 3 minutes, otherwise it may start to set. Then you could end up with little lumps in the mousse.
- For the freshest, brightest flavor, use freshly squeezed lemon juice and not the stuff in the bottle.
- Make sure the cream cheese is at room temperature, otherwise it won't whip up properly.

Mousse

- 2 1/2 Tbsp fresh lemon juice
- 1 1/2 Tbsp water
- 1 1/2 tsp unflavored gelatin powder
- 1 1/2 cups (355ml) heavy cream
- 1 cup (110g) powdered sugar, divided
- Yellow food coloring (optional)
- 12 oz (340g) cream cheese, softened
- 1 (10 oz) jar lemon curd (tested with Dickenson's)
- Sweetened whipped cream, lemon wedges, blueberries and mint for garnish (optional)

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, read testimonials and read the latest QM news at your convenience.



Direct phone numbers for the corporate office, reservations, and accounting 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, let us know and send your email address to info@qmcorp.com or contact owner services at **800-821-4912**.

Owner Services – 800-821-4912 | Corporate Office – 800-788-4297 or 775-355-4040 | info@qmcorp.com
Accounting – 800-788-4297 | Accounting Email: Receivables@qmcorp.com

ONLINE PAYMENTS ACCEPTED

You can make payments to your account online by visiting your resort link at <https://qmresorts.com/>

Automatic bill pay can simplify your life!

Let us help make paying your maintenance dues easy and convenient so you can focus on the things that matter most in life... like your next vacation!

- Never forget a due date
- **No more** late fees
- **No more** writing checks or calling in with a credit card
- Monthly payments

Auto pay is a prepayment system so that you never have to worry about making sure you are paid up before planning your trip.

To set up auto pay, your account must be current. For more information or questions about signing up, please contact accounting at:

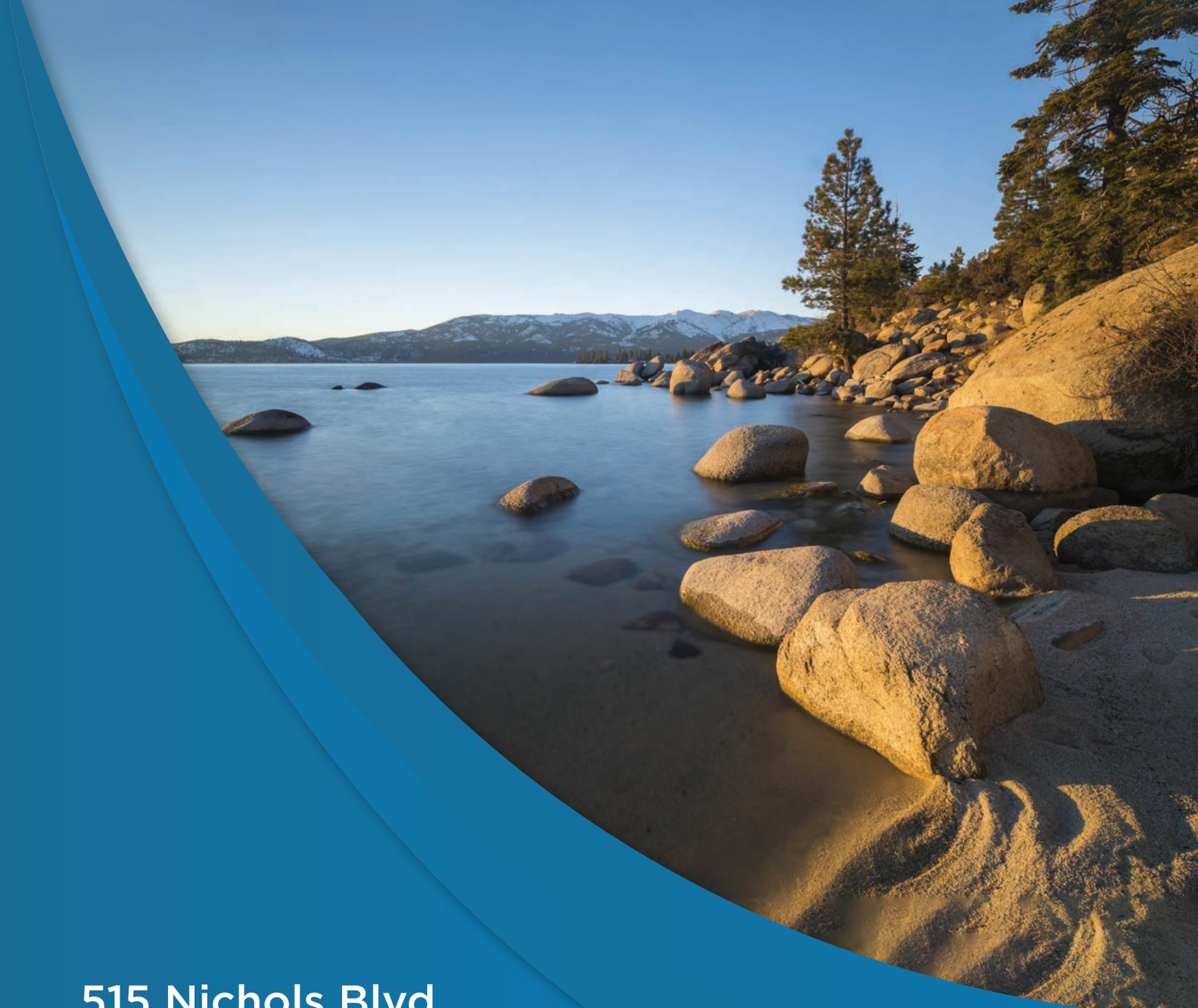
(800) 788-4297 / email Receivables@qmcorp.com

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 Timeshare Resale Resource Center website at <http://ardaroc.org/resales/>



515 Nichols Blvd,
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