

SANDSCRIPT

Life IS Good... At TBC!



When Resort Manager Betsy Cain was hospitalized with blood clots several years ago, she wore her Life Is Good tee shirt going into and returning from the hospital after a full recovery, considering it a good luck charm. After a representative from the Life Is Good organization was a guest at Tortuga Beach Club, the iconic symbol became more evident at the resort, where a flying LIG banner now greets visitors to the office. In many ways, the flag's simple message of optimism is a reflection on the staff's philosophy and caring attitude.

Says Betsy, "The entire staff loves their work and it clearly shows. They take personal pride and joy in their responsibilities and being able to form so many wonderful relationships with Owners over the years. We have now welcomed and served three and

four generations of vacationing families from the original resort Owners and have become each other's extended families. People continue to enjoy the resort year after year because they know what to expect when they get here and are confident that it is being properly maintained with upgrades even better than the original resort."

With Betsy now in her 26th year as Resort Manager, her caring leadership and longevity seems to have a contagious effect on colleagues and a special type of team spirit with the entire crew. For example, Cindi Koehler, Assistant to the Resort Manager is a 25-year Tortuga veteran, Maintenance Supervisor Dick Stuurwold and Recreation Coordinator JoAnn Malloy have both been at the resort for a dozen or more years. All agree that Life Is Good at TBC!

Betsy Cain was recently featured in the September/October issue of Resort Management & Operations, which can be viewed online by going to <http://askmando.com/index.php/list-of-articles/win/1291-betsy-cain-tortuga-beach-club.html>



TBC Family Favorites

For many moons we have been considering the publication of a resort cookbook. Now the idea has become a reality and we are accepting recipes in all categories for the *TBC Family Favorites Cookbook*.

Cookbooks will be sold on site with the size and cost depending on how many recipes we receive and how many books we can pre-order. Sales proceeds will benefit the Beautification Fund. We reserve the right to select recipes for publication.

Please e-mail your recipes to www.typensave.com. Group login is **TORTUGA** and Contributor password is **2BW6Q**. You may also send them to the resort via regular mail. Deadline for submission of all recipes is March 1, 2011.

Checks Preferred

Prompt payment of your Maintenance Fees will ensure funds to support ongoing operations at your resort. Paying by check is the most cost-effective payment method for your association (except for foreign owners). As you may know, there are always fees associated with accepting credit card payments. When payments are made by a credit card, your association must pay a "merchant fee" for every collected payment. This means that every Owner will be paying for those who elect to charge their fees. This could be as much as \$8 a unit week and could result in future maintenance fee increases. That money could be better spent on resort improvements. Please be sure to include your ownership account number on your check and thank you for being a conscientious Owner!

Annual Meeting 3/17

The Tortuga Beach Club annual meeting for all Owners will take place on Thursday, March 17 at 2:00 p.m. in the resort Clubhouse. We will be electing three new Board Members for two-year terms. If you are in residence or in the neighborhood at the time, please make every attempt to join us to witness true democracy in operation!

Trading Post

December 2010

Week 10, Unit 126, 2011 for
Week 9, 2011
Bette & Milt Kupfer
(239)481-2297
mkupfer@attglobal.net

Week 14, Unit 103, 2011 for
Any week 4 thru 9, 2011
Dave and Linda Hall
(313)378-8676
Dhhall1046@aol.com

Week 15, Unit 110, 2011 for
Week 10, 2011
Jim & Linda Marlow
(513)451-1525
jasmrmarlow@fuse.net

Week 14, Unit 117, 2011 for
Week 13, 2011
Doug & Conni Flory
(574)546-3878
condoflor@mchsi.com

Week 16, Unit 116, 2011 for
Week 15, 2011
Douglas & Nanette Spoehr
(413)443-1424
dbspoehr@yahoo.com

Week 24, Unit 123, 2011 for
Week 20, 2011
Chris Leone
(630)588-9920
CML1031@aol.com

Week 24, Unit 126, 2011 for
Week 40, 2011
Kelly Rekowski
(414) 940-3121
kellyrekowski@gmail.com

Week 27, Unit 139, 2011 for
Week 28, 2011
Richard Dekowski
(352)702-9044
rdekowski@usa2net.net

Week 33, Unit 133, 2011 for
Week 27, 28 or 29, 2011
Grace Galletti
(305)552-5951
grace73147@aol.com

Week 45, Unit 121, 2011 for
Week 33, 2011
Steve & Linda Bleedorn
(952)949-8696
ljbcruciser@earthlink.net

Note: The addition of Week 53 in 2010 affected the start of Week 1 in 2011.



President's Letter

As I write this letter during my October resort vacation, the resort grounds look absolutely beautiful with the landscaping truly lush and luxurious. As a professional grower, I know what it takes to generate these results ... lots of planning, guidance and very hard work! The resort is aging well like the true Southern Belle that it is. It is elegant, warm and welcome. But this would not have happened without the superlative leadership of Betsy and the entire staff. **Life IS truly good at Tortuga Beach Club!**

Regarding current projects, the three-year-long bathroom remodeling will be completed this year. New carpeting is currently being installed in all units, with completion expected by the end of this year. We selected a golden earth tone for the carpeting with heavy-duty material to blend with the upholstered items.

During 2011, your TBC Board has approved the renovation of the kitchen cabinets and counter tops in Buildings A, B, and C and will complete

interior painting. The front office will also receive much needed improvements, to include a new front desk, credenza and floor covering. This new "office-scape" will provide a more contemporary appearance for us all. Your Board plans to replace the counter top in the Clubhouse with a similar recycled quartz material, which is being used for the kitchen counter tops.

Concerning the loss of our beloved Milli Jones, our sympathies are with her family. It is sad not to see her smiling face when you come to the top of the stairs in the office building. She is truly missed.

Your Board of Directors and I would like you to know that during these tough economic times we are working diligently to be as conservative as possible in spending funds and considering any new projects or resort improvements. These continuous improvements to the resort are vital to maintaining the high quality of your property.

Bonnie Dehn, President

Dunes Improvements

The Dunes restaurant is preparing for a total transformation, according to Sean Balliet, GM of the Dunes Golf & Tennis Club. The transfer of restaurant management took place in mid-November with completion of other changes expected by the end of November.

Restaurant improvements include an entirely new identity with a new name and full-service dinner menu. Adds Sean, "We will be open every day for lunch and dinner with lunch served from 11 a.m. to 4 p.m. and dinner until 8 p.m."

The same company handling the restaurant management also manages the Sea Star Café, at the Sanibel Inn – next door to Tortuga – and in the same location as the former Ellington's. They are also managing food and beverage operations at the Sundial Resort, which now offers pool tables, Direct TV and sports packages for Tortuga Owners. Tortuga Owners will still receive a 15% discount on food at the Dunes, the Sea Star Café and The Sundial restaurants.

There are also changes to the Dunes tennis program, now under the leadership of the Pavel Blackwood Tennis academy, founded by Andrei Pavel, a former top 15 player in world in ATP rankings. The Dunes offers seven clay tennis courts and a stand-alone tennis shop. The Academy will also be directing tennis programs at the Sundial Resort.

Important Numbers

Hilton Grand Vacations Owner Services

(407) 722-3144
Mon-Fri 8 a.m. - 7 p.m. EST
Sat 9 a.m. - 5 p.m. EST
Sunday closed

Tortuga Office

959 East Gulf Drive
Sanibel, FL 33957
(239) 472-0400
FAX (239) 472-6540
Mon-Fri 8:30 a.m. - 5 p.m. EST
Sat and Sun 8 a.m. - 4 p.m. EST
www.hgvc.com/tortugabeachclub

Sales Associate

Joanne Peters
Office (239) 472-5044
Cell (239) 826-2365
JPeters@HGVC.com

2011 Interval Calendar

This calendar is included for your help in planning future vacations. Please remember that all Owners are responsible for knowing the dates of the week(s) they own.

Week	Vacation Dates
1	Jan 7-14
2	Jan 14-21
3	Jan 21-28
4	Jan 28-Feb 4
5	Feb 4-11
6	Feb 11-18
7	Feb 18-25
8	Feb 25-Mar 4
9	Mar 4-11
10	Mar 11-18
11	Mar 18-25
12	Mar 25-Apr 1
13	Apr 1-08
14	Apr 8-15
15	Apr 15-22
16	Apr 22-29
17	Apr 29-May 6
18	May 6-13
19	May 13-20
20	May 20-27
21	May 27-Jun 3
22	Jun 3-10
23	Jun 10-17
24	Jun 17-24
25	Jun 24-Jul 1
26	Jul 1-8
27	Jul 8-15
28	Jul 15-22
29	Jul 22-29
30	Jul 29-Aug 5
31	Aug 5-12
32	Aug 12-19
33	Aug 19-26
34	Aug 26-Sept 2
35	Sept 2-9
36	Sept 9-16
37	Sept 16-23
38	Sept 23-30
39	Sept 30-Oct 7
40	Oct 7-14
41	Oct 14-21
42	Oct 21-28
43	Oct 28-Nov 4
44	Nov 4-11
45	Nov 11-18
46	Nov 18-25
47	Nov 25-Dec 2
48	Dec 2-9
49	Dec 9-16
50	Dec 16-23
51	Dec 23-30
52	Dec 30-Jan 6



Fall is the perfect time to plant flowerbeds on Sanibel Island. The contracted staff of CLA Landscaping of Fort Myers does their magic about twice a year to help maintain the high quality of the resort's landscaping. In late October, before planting these geraniums, they added a compost of rich, dark topsoil loaded with nutrients to positively impact the growth of the plants. It's also the perfect time to repaint the shuffleboard, as done here by Tony Laezza of the resort's maintenance department.

Memorial Donations

We asked, and you responded ... and continue to respond with your checks for our resort Beautification Fund. This fund was established to pay for flower/plant replacements, which are not totally covered in our budget. This is the main reason why the property looks so great today. A sincere thank-you to everyone who has donated to date! Donations can be sent to the Resort Office in care of Betsy Cain. Please provide the name of the person you desire to honor. The resort staff will make selections in your behalf.

Donations have been received from Linda Bleedorn in honor of Eddie, Joyce & Skip Karbo; from Chester & Joy George in honor of Milda Norris; from Shirley Lloyd in memory of Rich Lloyd; from Colleen Sarnow in memory of Thomas Murphy; and from Carolyn & Philip Callahan in memory of Lloyd & Lucille Callahan and in honor of Kayla & Winter Callahan.

Additional donations were sent by Deborah & Stephen Hooker in memory of Jane Abbott & Virginia Tandy; from Jackie & Jerry Kanne in memory of Gwen Dunn; from Michael DeSantis in memory of Deborah Wise; from Bronson & Jackie Haase in memory of Stanley Peirce; from Hugh & Jean Welch in memory of Woody Geist; from Emily White in memory of Larry White; and from Barbara & Bill Douglass in celebration of their 50th wedding anniversary.

There were so many donations in honor of Milli Jones that it would take pages and pages to list them. Thank you to everyone who will be remembering our Milli with a generous donation to this fund.

Tribute To Milli Jones

The Tortuga Beach Club Board of Directors and entire resort staff were deeply saddened to learn of the passing of our longtime colleague and beloved friend, Milli Jones on July 27, 2010. A Southwest Florida native, Milli was born and raised in Fort Myers and successfully served as a Grand Vacations Realty Sales Associate for more than 25 years. During her tenure, she worked at Seawatch-on-the Beach in Ft. Myers Beach, at Casa Ybel and for the past 14 years was a treasured member of our Tortuga Beach Club family.

Two sisters, a brother, niece, three nephews, several great-nieces and great-nephews, plus many friends survive Milli. We will remember her fondly as a kind, caring, thoughtful and helpful lady who would do anything for anybody. She was truly special with a heart that was dedicated to her work at Tortuga. In fact, Milli often said she felt that Tortuga was the best resort on Sanibel.

As one of the first faces to greet arriving guests at the resort, Milli was recognized and adored by many generations of Owners at Tortuga and other Hilton Grand Vacations resorts. A true southern lady, she will be greatly missed by her friends and co-workers, but her genuine smile and "can do" attitude will live on in our hearts and memories.

Milli had a true passion for gardening and especially loved orchids. For those wishing to honor her memory, contributions may be made to the resort's Beautification Fund. We thank you sincerely for the many contributions already received. We have decided to use these financial gifts to create a garden area with a bench on the property.





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Outside Bulletin Board

Assistant Manager Cindi Koehler and Maintenance Supervisor Dick Stuurwold had an idea to help increase Owner participation in recreation projects and cookouts. They thought it would be nice to have an outdoor bulletin board to showcase daily activities. This way, when Owners come to the office to pick up their newspapers or mail, there would be a sign to let them know what is happening that day.

So an idea was transformed into a super new Owner service. Now, every morning JoAnn Malloy posts her recreation schedule and a reminder to sign up by 11 a.m. for special lunch events. Cindi lends her artistic talent by adding some fun artwork for the easel-like sign.

Comments have been highly favorable and the outdoor signage has had a positive impact on participation in various resort programs. Way to go JoAnn, Cindi and Dick! Please remember that income generated from these programs helps support our association.



Meet Eric



Eric Borromeo is the new smiling face and voice at Tortuga. He became the Front Desk receptionist in June after working for two-years at the Hampton Inn Airport in Fort Myers



Previously, he was in accounting with the Lee County finance department. Eric and his family moved to Florida from Connecticut seven years ago. He is originally from the Philippines. Two of his three children are presently in college and the youngest is in high school. Unlike a hotel, where guests are transient and seldom return, Eric is delighted to be at TBC and truly enjoys meeting the Owners and their families and hearing resort histories. "Here, you can really get to know your guests and their entire families," he says. "It's a wonderful job in a most pleasant environment!"

BOARD OF DIRECTORS

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