

¿QUE PASA?

NEWSLETTER



Beach Wall News

News about the reconstruction of the new wall deck area.

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Meet the New Team

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2 1/2 Hours to Durango!

Amazing engineering feat saves six hours of driving time

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Message from the Board

Feliz Navidad!

We want to thank all of you, our Inn at Mazatlan family, for your incredible loyalty and patience as we renew and upgrade your "home-away-from-home".

Since assuming leadership of the Inn at the end of 2012, the focus of the Board of Directors has been to provide our Inn at Mazatlan family with a great vacation experience. With the assistance of our management team and employees, a program was implemented to upgrade and restore the Inn. This program is ongoing and will continue through the years.

When you visit in 2015, you will see remarkable changes to the Inn that will enhance and elevate your vacation experience.

We look forward to an exciting 2015.

Robert W. Barnes Jr.

Pamela J. Barnes

Dennis M. Nielsen

Susan B. Nielsen

Beach Wall Project Update

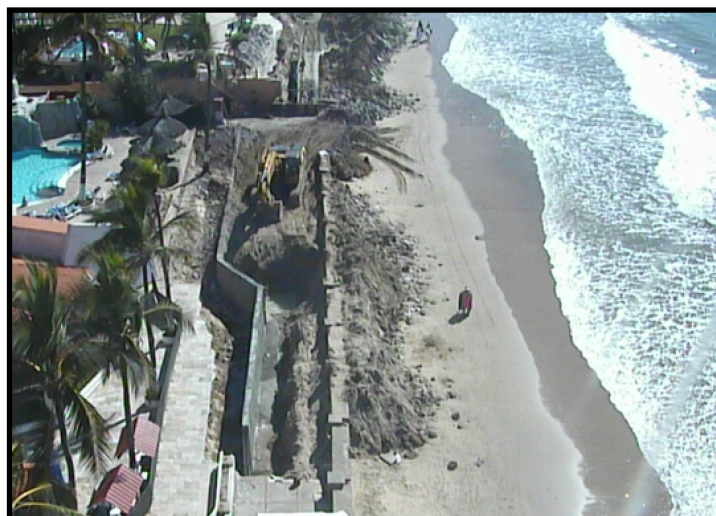
As mentioned in an earlier email sent to all of the owners, the beach wall sustained serious damage from the stairs to the alley between the Inn and Costa de Oro as a result of rough seas triggered by hurricanes in the Los Cabos area during the summer. The pattern of destruction from the high waves and unusual high tides that persisted for almost a month continued sporadically down the coast even beyond Valentino's. Nothing of this scale has happened to the resort, including the beach wall, since its inception in 1980.

Massive amounts of sand were moved by the sea from one area to another, and now, through a couple of tide cycles, the sand is filling back in as before.

Construction is underway and should be complete by January. Construction crews and heavy machinery have been scheduled around the daily high tides. It's a fairly complicated process, but the crew is making good progress. A secondary wall has already been built behind the first one to prevent future undercutting of the deck areas. The finished product will be a

new and improved seawall and deck area. The palapa umbrellas will be rebuilt along the seawall, the entire deck will be covered with the nonslip tile that currently covers the terrace of the restaurant, and the restaurant terrace will be restored and improved. The stairs down to the beach will be rebuilt out of concrete in a semicircle to redirect the energy from the waves.

We appreciate your understanding as you bear with us through the construction process. Many of our guests have found it fascinating to watch the backhoe, cement trucks and pumping machines as they work in the sand, the sun and the waves.



New Faces at the Inn



Debbie Graham - Director of Timeshare Sales and Marketing

We are pleased to welcome Debbie Graham back to The Inn after a 10 year absence. She is joining us as the Director of Sales and Marketing for Timeshare. Many of you will remember Debbie as she was with us from 1994 through 2004.



Arturo Lizarraga – Director of Operations

Señor Lizarraga began working in the hospitality industry in 1972. He has worked with Camino Real Hotels & Resorts, Westin Resorts, Presidente, Souffer, Inter-Continental Hotels, Hotel Royal Sunset and Grand Bahia Principe Golf & Resorts. He received his degree of Bachelor of Administration in Tourism Management from the Universidad del Valle de Mexico in Mexico City, DF.



Juan Francisco Vizcarra - Food and Beverage Manager

Juan is currently our assistant manager of food and beverages at The Inn at Mazatlan Hotel. Mr. Vizcarra had worked as a service manager at restaurants in Mazatlan: Mio Capriccio, Sendai Sushi and at the Pueblo Bonito Emerald Bay Resort and has had additional training as sommelier, and in hygienic handling of food and beverages. His duty is oriented one hundred percent on guest service and for six consecutive years, he won the prize for best seller of food and beverages at Pueblo Bonito Emerald Bay Resort.



Laura Navarro Zazueta – Vacation Ownership Guest Services Agent

Laura formerly worked at Fiesta Americana Grand Los Cabos at Cabos San Lucas. She was at Entertainment and Activities for the guests, she also was for a short time at Concierge. She moved from Cabo last May and joined our team in the Vacation Ownership Guest Services department.

Airport Transportation

For transportation service from the airport, we suggest PlayaSol Tours, with whom you can book directly by calling toll-free

1-888-707-2669 or by email at playasol@mzt.megared.net. There is no longer a "Transportation" window on the 3rd floor at the Inn. Please contact Playa Sol for any airport transportation issues.



Pergola

This year we are updating the Pergola located by the north swimming pool. It will have glass walls and air-conditioning.

Airport Makeover

As you fly into the Mazatlan are for this year, you will notice as significant makeover to the front of the airport, chanting the entrances, exits, and adding more shops in an effort to modernize this important tourist gateway.

Good Information

Accurate information is important. Since we are sending much more of our correspondence out by email, including the newsletter, it's very important that we have the correct information in our system. People often change their email addresses, but it is difficult or impossible to remember everyone that is affected when you change it. If you do have a new email address that you would like us to use, please notify us at members@innatmaz.com. This also applies if you have a new mailing address or phone number. Please take care to verify the accuracy of your information with us so that you don't miss out on important news or events regarding your ownership with us.

The Interoceanic Highway

Mexican Federal Highway 40, otherwise known as the Carretera Interoceánica (Interoceanic Highway) is a road beginning at Reynosa, Tamaulipas, just west of the Port of Brownsville, Texas, and ending at Mexican Federal Highway 15 in Villa Unión, Sinaloa, near Mazatlán and the Pacific coast. It is called Interoceanic as the cities of Matamoros, Tamaulipas, on the Gulf of Mexico and Mazatlán on the Pacific Ocean will be linked.

Last year, construction of a new section of the highway between Durango and Mazatlan was finally completed and opened to the public reducing the drive time between the two cities by as much as 6 hours. The highway passes under and over the Sierra Madre Occidental through 63 new tunnels nearly 11 miles (18 km) long in total and 115 new bridges, eight over 900 feet (270 m) high. The most important bridge is the [Baluarte Bridge](#) (finished in 2012), which is now the highest bridge in North America at 390 meters. The bridge is located at the border between Sinaloa and Durango states formed by the [Baluarte River](#). The clearance from the river bottom is over 1,300 feet (400 m), and at over 3,600 feet (1,100 m) long it is the highest suspension bridge in the world.

The travel time from Durango City to Mazatlan now takes slightly under 2 1/2 hours. You can book a tour bus to Durango for the day, or rent a car and drive it yourself. The toll road cost about \$10 each way. If you just want to see the bridge itself, the beautiful drive is only about 1 1/2 hours from the Inn (one way).



Book Early

Last year, the new highway between Mazatlan and Durango was completed, shortening the driving time from 8 hours to about 2 1/2 hours. This amazing new road (see article above) has made it much easier and safer for tourists from Durango and beyond to visit Mazatlan. As a result, we are seeing a lot more traffic to the hotel. We are working hard to balance the needs of these new visitors with the needs of our Vacation Ownership family, and intend to be mindful of both. To ensure your continued satisfaction, please book your rooms as early as possible (up to 10 months in advance). We cannot guarantee any reservations made within 30 days of your arrival.

Other tips and news related to this:

- During periods of high tourism in Mazatlan, the front desk may issue you a wristband identifying you as a guest the hotel. This allows our staff and security to quickly identify you as one of our guests, and also to prevent non-guests from entering the property and using the pools and deck areas, which we want to preserve for you. Please wear your wristband if one is issued to you. Thanks for your support.
- We cannot guarantee a specific room number to our floating time guests at the time of reservation.
- Please be mindful of the number of people occupying your unit. Each type of unit has an occupancy limit, which is stated on your contract. Guests in excess of the occupancy limit may not be allowed, or will be charged additional fees.

Update on Maria Estrada

As many of you already know, Maria Estrada, our Director of Vacation Ownership Guest Services, was diagnosed with cancer and has been absent from The Inn during her treatments and recuperation. Maria is doing well and returned back to us on December 1. Many thanks to all of you for your kind wishes, cards and donations. Here are a few words from Maria to all of you:

"I am very thankful for the help I received and for giving me another opportunity to be of service to everyone. I thank God for giving me another chance in this beautiful life!"

Helpful Hints

- ★ **Always** check The INN's timeshare calendar to verify your week prior to making airline reservations. If you do not have a copy of the timeshare calendar, we will be happy to mail a copy to you, or you can view it online under the "Members" section at www.innatmaz.com
- ★ **REMINDER:** Unless you have purchased an INN CLUB PREMIER (ICP) PROGRAM, Timeshare use is always **Monday to Monday**. Additional nights can be rented at a special owner rates, but if you would like to avoid this completely and **check-in any day of the week**, talk to one of our Vacation Ownership sales representatives about the great ICP upgrade program.
- ★ Reservations for floating weeks may be made no earlier than **10 months in advance**. Maintenance fees for the year being reserved must be paid at the time of making the reservation, and **your account must be in good standing**. Please keep in mind that room numbers are assigned only at time of check-in.
- ★ No one may use your unit without your written authorization. If a guest or renter will be using your unit, please send us letter or email including the guest's name and address. A reservation will be made under your guest's name and a confirmation letter will be mailed directly to the guest, which must then be presented at check-in. **This is required.**
- ★ If you have made an RCI exchange and are sending a guest in your place, you **MUST** obtain an official Guest Certificate from RCI. The front desk is now requiring that the name on the reservation is the same name on the RCI confirmation letter.

No On-Site Soliciting

We have continued to have problems with a few guests or owners posting handbills or passing out flyers to other guests, advertising items or services for sale. **This activity is strictly prohibited** on the grounds and throughout the resort. The Inn will not condone any business conducted on its property that interferes with or detracts from its own businesses. Please be mindful of this during your visit.

Upgrade Your Membership

We would like to give an opportunity to the members who have not taken advantage of the enhancements we are currently offering for your vacation ownership programs. We want to ensure everyone is given an opportunity to upgrade their memberships before this program offer is over. A representative from The Inn may be contacting you by phone over the next few months to see if you are interested. We look forward to talking with you!

Internal Exchange Program

For fixed week owners, if you wish to visit The Inn at a time different than your regular week, you may exchange your unit for the same type of unit in another week, on a space available basis. The exchange can be made up to 12 months in advance but must be made at least 60 days before your regular week begins. Maintenance fees for the year being exchanged must be paid in full prior to any exchange. A non-refundable/non-transferable fee of \$150 USD is due at the time of each exchange.

Internal Banking Program - Save Money!

In our ongoing efforts to provide you with excellent customer service and maximum enjoyment of your timeshare ownership, we offer an Internal Banking Program for your Inn at Mazatlán timeshare weeks. Rather than trying to work through the RCI to bank your week for future use at The Inn, you can now do it all directly through **Vacation Ownership Guest Services**. Use this valuable tool to get the most out of your ownership. If you know you won't be coming, and don't want to lose this week of your time, make sure you call and notify us no later than 30 days in advance of your scheduled arrival. A non-refundable/non-transferable fee of \$150 USD is due at the time you bank your week.





Other Useful Information

We hope you are the benefits of having an on-site Vacation Ownership Guest Services department, and the new Concord Servicing Corporation tools and organization. Remember: the Vacation Ownership department is here to assist you with exchanges, space banking, reserving floating time, early payments of common area fees, and contract changes, such as title transfers, name changes, etc. Concord is here to assist with monthly contract payments, and collection of common area fees.

Here are some other tips:

Keep in mind when making vacation

plans: Common area fees for the year being booked must be paid at the time of making a reservation or internal exchange. Common area fees **for the year being banked** must be also paid **before** an RCI space bank deposit or an internal bank can be approved.

Third Party Credit Card Payments

Credit card payments for common area fees, exchange fees, or rental will no longer be accepted from third parties. In order to pay by credit card, the card holder must be an Inns owner or a registered guest. Credit card regulations prohibit us from accepting credit cards from persons who do not have a direct business or contractual relationship with us. If a family member, relative, or guest will be using your unit and paying fees on your behalf, please send written authorization so we can make a reservation under their name. We can then accept their credit card payment. We apologize for any inconvenience.

Buyer Beware! All resales are NOT the same! Be aware that some features do not transfer, and restricted use periods cannot be exchanged. If you are picking up a resale somewhere, call us to verify what rights will transfer with your purchase. No transfer documents from resale companies will be accepted unless properly executed and notarized.

Want live info?

For more info, special promotions, and up-to-date news about The Inn at Mazatlán, become a fan on Facebook. Just search for "The Inn at Mazatlán".



Inns de Mexico, SA de CV

Board of Directors

Robert .W. Barnes Jr. - President and CEO

Susan B. Nielsen - Vice President

Pamela J. Barnes - Treasurer

Dennis M. Nielsen - Member

David M. Armstrong- Member

Contract Servicing- Concord

Questions about payments, coupon books, payoff amounts, account status, common area charges:
1-866-493-6393

Vacation Ownership

For reservations, rentals, exchanges, RCI issues, or general information:
1-866-921-2137 (US)
1-888-965-6529 (CAN)
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