Dear Valued Owners,

As your general manager, I wanted to take a moment to bring you up to speed on all of the changes that are taking place at your resort.

I realize that most of you are already aware that Capital Vacations has acquired VRI Americas, the management company for the association. This is an exciting development as it combines the expertise of two very dedicated companies with the mission to provide our owners with more travel options and exemplary service. Please visit www.CapitalVacations.com to learn more.

Change is not easy… so, let me take a moment to bring you up to speed. Your property has migrated to a new property management system, SPI, which will provide an upgraded way to manage your owner accounts, among other new and improved features. With these changes, we also upgraded the Owner Portal to allow you to once again reserve your use weeks online and securely pay your annual assessments.

The new Owner Portal is accessible by using this link: https://connect.capitalvacations.com.

I am hopeful that you will find this new site to be user-friendly.

I also want to make your life easier with just one number to call for your service needs. The new Owner Services toll free number is *(833) 715-0004*, so toss out any old numbers you have previously called and use this one moving forward. The Capital Vacations team stands ready to help you, however, if you run into challenges with reserving your time, I want to hear about it. Please email me at martin.ebel@vriamericas.com if you come across a situation that is not being resolved in the manner that is customary to the level of service that you deserve. I hope that I don't hear from you, but if I do, know that I will get back to you as soon as I am able.

Please be on the lookout for regular e-newsletters to keep you up to date on the "*happenings*" at the resort.

Thank you for your continued support and ownership at the Sedona Springs Resort. You are valued beyond words.

Sincerely,

Martin Ebel
General Manager