



Palisades Promenade's Newsletter
for Homeowners and Guests

VOLUME II/ 2006

Service with a Smile

Your management and staff place a high value on excellent customer service. It's such a priority, in fact, that we've instituted several programs in an ongoing effort to increase the level of our service.

It all starts with good training, and all of our employees attend "SMILE," a regular Service Excellence Seminar. We also have a "Second Effort Program" designed to help speed staff efficiency and response time when fulfilling guest requests. And since successful service programs have an adequate recognition component, we host monthly employee luncheons where exemplary employees (those who have received positive recognition from owners and guests), are publicly recognized and awarded prizes.

We're proud to report that these efforts, along with other programs designed to increase service, are paying off. The most recent RCI comment card scores reflect significant improvement in our levels of customer service. In fact, we continue to overachieve RCI Gold Crown standards in all categories.

Your staff is thankful for the opportunity to provide great service and is constantly looking for new ways to improve your experience here. We hope to see you soon so you can experience our complete commitment to service excellence.

With Smiling Faces,

Grand Pacific Palisades
Management and Staff

Wristbands

We look forward to seeing you this summer and we remind you that it's wristband season here at the Palisades! Issued to every guest from the Memorial Day weekend through the Labor Day weekend, you will be able to get fresh pool towels and colorful wristbands at the Fitness Center every day or at the adult pool deck on Saturdays and Sundays when Family Swim is offered. This procedure is reinstated each summer in an effort to protect your Ownership and we appreciate your compliance.

Wishing you a safe and fun-filled summer at The Resort!

Michael Van Hanja
Resort Safety and Security Manager



A Message About Massage

After spending a day sightseeing or standing in line at a theme park, head back to your resort for a relaxing massage. In addition to our massage suite, we now offer convenient in-room massages. A licensed massage therapist will arrive at your door, ready to deliver some much needed pampering.

It's important to remember to take time for yourself and what better way than a relaxing massage in the privacy of your room? You'll feel the day's stress melting away and a new you emerging. To arrange your in-room massage, call the massage therapy reception desk at 760-827-3237.



Discover Grand Pacific's Newest Resort

Introducing Grand Pacific MarBrisa Resort, Grand Pacific's newest, largest and most elegant vacation destination. Scheduled to open in mid-2007, this luxurious resort situated on 41 acres overlooking the Pacific Ocean will feature luxurious vacation villas with a private patio or balcony offering panoramic ocean or park views.

Grand Pacific MarBrisa Resort.
There's nothing quite like it.

To schedule your VIP Sales Presentation, call us today at
800-365-7779



**GRAND PACIFIC
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www.MarBrisaResort.com 706-GPP

Vacation Ownership 101

Presented by Owner Services & RCI

Wednesday Classes:
Classes held at 5:30pm at the Grand Pacific Palisades Club Room.
Aug 16, Sept 13, Oct 18

Saturday Classes:
Classes held at 10am at the Grand Pacific Palisades Media Room.
**July 29, Aug 5, Aug 12, Aug 26
Sept 9, Sept 23, Sept 30
Oct 7, Oct 14, Oct 28**

Please be advised reservations are **REQUIRED**. Call Owner Services at 888-477-6967 for reservations as time and locations are subject to change.

An Open Letter to All Members

Re: Alternate Dispute Resolution (ADR)



Dear Member:

Effective January 1, 2005, the California legislature enacted Assembly Bill 1836, completely revamping the dispute resolution process for Common Interest Developments ("CIDs") within California. The existing formal dispute resolution process was codified within California Civil Code §1354. Under the new law, the external ADR process has been moved to new Civil Code §1369.510 through §1369.590 ("ADR Member Notice"), and has been broken into various sections, making it easier to read, particularly for the layperson.

The following is the ADR procedure to be used by members of this Association:

ALTERNATIVE DISPUTE RESOLUTION PROCEDURE

- (a) Either party to a dispute within the scope of this article may invoke the following procedure:
 - (1) The party may request the other party to meet and confer in an effort to resolve the dispute. The request shall be in writing.
 - (2) A member of the Association may refuse a request to meet and confer. The Association may not refuse a request to meet and confer.
 - (3) The Association's board of directors shall designate a member of the board to meet and confer.
 - (4) The parties shall meet promptly at a mutually convenient time and place, explain their positions to each other, and confer in good faith in an effort to resolve the dispute.
 - (5) A resolution of the dispute agreed to by the parties shall be memorialized in writing and signed by the parties, including the board designee on behalf of the Association.
- (b) An agreement reached under this section binds the parties and is judicially enforceable if both of the following conditions are satisfied:
 - (1) The agreement is not in conflict with law or the governing documents of the Association.
 - (2) The agreement is either consistent with the authority granted by the board of directors to its designee, or the agreement is ratified by the board of directors.
- (c) A member of the Association may not be charged a fee to participate in the process.

Failure by any member of the Association to comply with the alternative dispute resolution requirements of §1369.520 of the Civil Code may result in the loss of your right to sue the Association or another member of the Association regarding enforcement of the governing documents or the applicable law.

If you wish a complete copy of California Civil Code §1369.510 through §1369.590, please contact Barbara Price at 760-827-4148.

Very Truly Yours,

Eric M. Siegel
Director of Resorts,
Grand Pacific Resort Service, L.P.



Meeting Highlights

Board of Directors' Meeting

April 19, 2006

President Dr. Joseph Spirito called the meeting to order at 5:30pm. Board members in attendance were Linda Simkins, Mary Dieckmann, Dr. Joseph Spirito, and David Brown. Robert Shipley was unable to attend. Representing management was Eric Siegel, Director of Resorts, Michael Flickinger, General Manager, and Jay Anderson, Assistant General Manager. Lois Sklar took the minutes.

The following actions took place:

- The Board approved the Agenda, as amended, and Minutes from the January 25, 2006 Board of

Directors' Meeting.

- An overview of Housekeeping, Maintenance, Front Desk Operations, activities, and landscaping was presented.
- The Board approved the following reserve expenditures: \$46,830 for wrought iron fence repairs and painting; \$9,500 to replace patio chairs and tables; and \$27,400 for Activities Center renovations.
- The Board ratified an unanimous consent approving full replacement insurance coverage.
- The meeting was adjourned at 6:15pm.

Annual Owners' Meeting

April 19, 2006

President Dr. Joseph Spirito called the meeting to order at 6:40pm. Board members and management listed above were in attendance.

The following actions took place:

- The May 17, 2005 Annual Meeting Minutes were approved.
- A quorum was not established and the election was deferred for an unspecified period of time until quorum is established and a new meeting is noticed.
- Michael Flickinger, General Manager, introduced resort staff. He and Jay Anderson, Assistant General Manager, provided a PowerPoint presentation regarding departmental operations, fiscal performance, a maintenance fee comparison, Christel House charity, RCI scores, Bonus Time and ResorTime revenue and current and future resort improvements. He also outlined services available through Central Reservations, Owner Services, Grand Pacific Resorts Internal Exchange Program and RCI.



- Owner Forum topics included the summer wristband program, new projects in the area and excellent staff retention.
- The meeting was convened at 7:40pm to a date to be determined.

Note: A copy of the Minutes of this meeting is available at the resort for your review. If you wish to have a copy of the Minutes for your records, please send your request along with a (\$.63) stamped self-addressed envelope to Grand Pacific Resort Services, L.P., 5900 Pasteur Court, Suite 200, Carlsbad, CA 92008, Attn: Lois Sklar.

2006

Upcoming Meeting Dates

Wednesday, October 18

10am at the Grand Pacific Palisades

Notice of Special Owner Meeting

As a quorum was not established for the Annual Owners Meeting held on April 19th, the Board Elections had to be deferred until a quorum was established. We now have a quorum. A Special Owners Meeting of the Grand Pacific Owners Association, Inc. will be held on **Wednesday, October 18, 2006 at 9:00 at Grand Pacific Palisades Resort & Hotel.** The only item on the agenda is the Election of three members to the Board of Directors.

ing. Since meeting times and location are subject to change, please contact the General Manager in advance to reconfirm the exact time and location.

Insurance Disclosure

Dear Owners, a state law requires that some associations disclose to owners the insurance coverages carried by the association. For your information, Grand Pacific Palisades Owners Association, Inc. carries the following coverages:

Property: Policy begins April 1, 2006, expires April 1, 2007, and is covered by Golden Eagle Insurance Corp. Policy Limits for Building, Contents and Business Income are \$57,611,808; deductible is \$10,000.

General Liability: Policy begins April 1, 2006, expires April 1, 2007, and is covered by Golden Eagle Insurance Corp. Policy Limits for Bodily Injury and Property Damage are \$1,000,000 per occurrence and \$2,000,000 annual aggregate; deductible is n/a.

Umbrella: Policy begins April 1, 2006, expires April 1, 2007, and is covered by St. Paul Fire and Marine Insurance Co. Policy Limits are \$260,000,000, excess of \$1,000,000; deductible is \$10,000.

Earthquake & Flood: Policy begins April 1, 2006, expires April 1, 2007, and is covered by Great American Insurance Company of NY. Policy Limits are \$57,611,808; deductible is 5%.

Fidelity: Policy begins April 1, 2006, expires April 1, 2007, and is covered by Continental Insurance Co. Policy Limits are \$ 1,000,000; deductible is \$10,000.

Directors & Officers (D&O): Policy begins April 1, 2006 expires April 1, 2007 and is covered by Continental Casualty Co. Policy limits are \$2,000,000; deductible is \$5,000.

This summary of the association's policies of insurance provides only certain information, as required by subdivision (e) of Section 1365 of the Civil Code, and should not be considered a substitute for the complete policy terms and conditions contained in the actual policies of insurance. Any association member may, upon request and provision of reasonable notice, review the association's insurance policies and, upon request and payment of reasonable duplication charges, obtain copies of those policies. Although the association maintains the policies of insurance specified in this summary, the association's policies of insurance may not cover your property, including personal property, or real property improvements to or around your dwelling, or personal injuries or other losses that occur within or around your dwelling. Even if a loss is covered, you may nevertheless be responsible for paying all or a portion of any deductible that applies. Association members should consult with their individual insurance broker or agent for appropriate additional coverage.

Summer Calendar of Events

Summer Day-Camp-San Diego Zoo

July 10 - August 18 • Five-day summer camps available for students grades K to 7. All programs include animal encounters, crafts, drawing, cooking, music and more. Call 619-557-3969 or visit www.sandiegozoo.org.

Del Mar Racing

July 19 - September 6 • Be part of the magic and nostalgia of this longtime tradition, dating back to 1937 when Bing Crosby greeted the first guests and Seabiscuit won by a nose in the infamous 1938 race. Call 858-755-1141 or visit www.delmarracing.com.

Acura Tennis Classic-La Costa

July 29 - August 6 • The 2006 tennis tournament will include qualifying singles, main draw singles and doubles play featuring the top women's tennis players in the world. Visit www.acuraclassic.org for details.

Night Moves Tour-Wild Animal Park

August 5 - 6 • Love is in the air for these special animals. Join an

evening caravan tour for adults only and see how the dating game works in the animal world as a guide explains what strategies animals use to find a mate. Visit two field exhibits and feed treats to giraffes and rhinos. The hours of the caravan are from 6:30-9pm. Call 760-740-9383 or visit www.sandiegozoo.org.

Summer Pops at the Moonlight

August 13 • The San Diego Symphony brings its popular Summer pops to the Moonlight Amphitheater at Brengle Terrace Park. Gates open for picnics on the lawn at 6pm; concert begins at 7:30pm. Tickets on sale at the VisTix Ticket Office. Call 760-724-2110 or visit www.moonlightsummerpops.com.

Longboard Surf Contest and Festival

August 17 - 20 • The 22nd Annual Oceanside Longboard Surfing Club Contest and Beach Festival. Takes place from 6am-8pm at the Pier Amphitheater and south side of the Pier. For details, visit www.oceansidelongboardsurfingclub.org.

Rods & Woodies Classic Car Show

August 17 • The streets of downtown Encinitas will be rockin' and rollin' when the "Rods & Classic Cars on 101" cruise from 5:30 - 7:30pm. Call 760-943-1950 or visit www.encinitas101.com/classic.htm.



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760-827-3200

Grand Pacific Resort Services
5900 Pasteur Ct., Ste. 200
Carlsbad, CA 92008
760-431-8500

Grand Pacific Palisades
Resort & Hotel
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800-725-4723

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Carlsbad, CA 92008
888-477-6967
*International Owners 760-827-4100

Owner Rewards
Department
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Assessment
Billing &
Collection
800-234-6222

Visit your Vacation Timeshare online at www.grandpacificpalisades.com

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Grand Pacific Resort Services, L.P.
5900 Pasteur Court, Ste. 200
Carlsbad, CA 92008

GRAND PACIFIC PALISADES
RESORT & HOTEL



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90-Day Unit Request Calendar for 2008



GRAND PACIFIC PALISADES
RESORT & HOTEL

Dear Grand Pacific Palisades Resort Homeowner,

In order to accommodate as many requests for a specific unit and/or floor during Use Weeks, please find below a **90-Day Unit Request Calendar** with a corresponding call-in date for requests. In order to be fair to everyone, request calls will be accepted **no earlier than the date noted below**, for the week you will be using. As a reminder, if you plan to bank your week with an exchange company, there is no need to request a unit. Also, for those of you who are Biennial owners, please call in your request **prior** to your Use Year **only**.

If you decide to call in a request, please have your owner card on hand so that we may verify your Unit Type and Use Week. **All requests will be honored on a first-received, first-assigned basis.** Please keep in mind that demand for certain units/floors **may limit availability**. Every effort will be made to honor your request, but we **cannot guarantee** a particular unit/floor. If you have any questions, please contact us at **1-800 PALISADES (1-800-725-4723)**.

Saturday Check-in

Week #	Your Week 2008	Call-In Date
1	Jan. 5 - Jan. 12	Oct. 7, 2007
2	Jan. 12 - Jan. 19	Oct. 14, 2007
3	Jan. 19 - Jan. 26	Oct. 21, 2007
4	Jan. 26 - Feb. 2	Oct. 28, 2007
5	Feb. 2 - Feb. 9	Nov. 4, 2007
6	Feb. 9 - Feb. 16	Nov. 11, 2007
7	Feb. 16 - Feb. 23	Nov. 18, 2007
8	Feb. 23 - Mar. 1	Nov. 25, 2007
9	Mar. 1 - Mar. 8	Dec. 2, 2007
10	Mar. 8 - Mar. 15	Dec. 9, 2007
11	Mar. 15 - Mar. 22	Dec. 16, 2007
12	Mar. 22 - Mar. 29	Dec. 23, 2007
13	Mar. 29 - Apr. 5	Dec. 30, 2007
14	Apr. 5 - Apr. 12	Jan. 6, 2008
15	Apr. 12 - Apr. 19	Jan. 13, 2008
16	Apr. 19 - Apr. 26	Jan. 20, 2008
17	Apr. 26 - May 3	Jan. 27, 2008
18	May 3 - May 10	Feb. 3, 2008
19	May 10 - May 17	Feb. 10, 2008
20	May 17 - May 24	Feb. 17, 2008
21	May 24 - May 31	Feb. 24, 2008
22	May 31 - Jun. 7	Mar. 2, 2008
23	Jun. 7 - Jun. 14	Mar. 9, 2008
24	Jun. 14 - Jun. 21	Mar. 16, 2008
25	Jun. 21 - Jun. 28	Mar. 23, 2008
26	Jun. 28 - July 5	Mar. 30, 2008
27	July 5 - July 12	Apr. 6, 2008
28	July 12 - July 19	Apr. 13, 2008
29	July 19 - July 26	Apr. 20, 2008
30	July 26 - Aug. 2	Apr. 27, 2008
31	Aug. 2 - Aug. 9	May 4, 2008
32	Aug. 9 - Aug. 16	May 11, 2008
33	Aug. 16 - Aug. 23	May 18, 2008
34	Aug. 23 - Aug. 30	May 25, 2008
35	Aug. 30 - Sep. 6	June 1, 2008
36	Sep. 6 - Sep. 13	June 8, 2008
37	Sep. 13 - Sep. 20	June 15, 2008
38	Sep. 20 - Sep. 27	June 22, 2008
39	Sep. 27 - Oct. 4	June 29, 2008
40	Oct. 4 - Oct. 11	July 6, 2008
41	Oct. 11 - Oct. 18	July 13, 2008
42	Oct. 18 - Oct. 25	July 20, 2008
43	Oct. 25 - Nov. 1	July 27, 2008
44	Nov. 1 - Nov. 8	Aug. 3, 2008
45	Nov. 8 - Nov. 15	Aug. 10, 2008
46	Nov. 15 - Nov. 22	Aug. 17, 2008
47	Nov. 22 - Nov. 29	Aug. 24, 2008
48	Nov. 29 - Dec. 6	Aug. 31, 2008
49	Dec. 6 - Dec. 13	Sept. 7, 2008
50	Dec. 13 - Dec. 20	Sept. 14, 2008
51	Dec. 20 - Dec. 27	Sept. 21, 2008
52	Dec. 27 - Jan. 3	Sept. 28, 2008

Sunday Check-in

Week #	Your Week 2008	Call-In Date
1	Jan. 6 - Jan. 13	Oct. 8, 2007
2	Jan. 13 - Jan. 20	Oct. 15, 2007
3	Jan. 20 - Jan. 27	Oct. 22, 2007
4	Jan. 27 - Feb. 3	Oct. 29, 2007
5	Feb. 3 - Feb. 10	Nov. 5, 2007
6	Feb. 10 - Feb. 17	Nov. 12, 2007
7	Feb. 17 - Feb. 24	Nov. 19, 2007
8	Feb. 24 - Mar. 2	Nov. 26, 2007
9	Mar. 2 - Mar. 9	Dec. 3, 2007
10	Mar. 9 - Mar. 16	Dec. 10, 2007
11	Mar. 16 - Mar. 23	Dec. 17, 2007
12	Mar. 23 - Mar. 30	Dec. 24, 2007
13	Mar. 30 - Apr. 6	Dec. 31, 2007
14	Apr. 6 - Apr. 13	Jan. 7, 2008
15	Apr. 13 - Apr. 20	Jan. 14, 2008
16	Apr. 20 - Apr. 27	Jan. 21, 2008
17	Apr. 27 - May 4	Jan. 28, 2008
18	May 4 - May 11	Feb. 4, 2008
19	May 11 - May 18	Feb. 11, 2008
20	May 18 - May 25	Feb. 18, 2008
21	May 25 - Jun. 1	Feb. 25, 2008
22	Jun. 1 - Jun. 8	Mar. 3, 2008
23	Jun. 8 - Jun. 15	Mar. 10, 2008
24	Jun. 15 - Jun. 22	Mar. 17, 2008
25	Jun. 22 - Jun. 29	Mar. 24, 2008
26	Jun. 29 - July 6	Mar. 31, 2008
27	July 6 - July 13	Apr. 7, 2008
28	July 13 - July 20	Apr. 14, 2008
29	July 20 - July 27	Apr. 21, 2008
30	July 27 - Aug. 3	Apr. 28, 2008
31	Aug. 3 - Aug. 10	May 5, 2008
32	Aug. 10 - Aug. 17	May 12, 2008
33	Aug. 17 - Aug. 24	May 19, 2008
34	Aug. 24 - Aug. 31	May 26, 2008
35	Aug. 31 - Sep. 7	June 2, 2008
36	Sep. 7 - Sep. 14	June 9, 2008
37	Sep. 14 - Sep. 21	June 16, 2008
38	Sep. 21 - Sep. 28	June 23, 2008
39	Sep. 28 - Oct. 5	June 30, 2008
40	Oct. 5 - Oct. 12	July 7, 2008
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48	Nov. 30 - Dec. 7	Sept. 1, 2008
49	Dec. 7 - Dec. 14	Sept. 8, 2008
50	Dec. 14 - Dec. 21	Sept. 15, 2008
51	Dec. 21 - Dec. 28	Sept. 22, 2008
52	Dec. 28 - Jan. 4	Sept. 29, 2008