

SANDSCRIPT

Tortuga Beach
Club

Tortuga Named #1 by Hilton Grand Vacations



Betsy Cain and Tortuga Beach Club were honored in Las Vegas in April at a glittering event attended by Hilton Grand Vacations employees from all corners of the globe who gathered to commemorate the company's 20th anniversary. The sparkling celebration was held at the Hilton Grand Vacations Club on the Las Vegas Strip.

Tortuga Beach Club was named "Managed Collection Resort of the Year," competing with the company's 19 South Florida resorts. Hilton Grand Vacations President Mark Wang presented Betsy's award, which was based on impressive

scores from guest comment cards calculated by the Association Management Services. During 2011, 85.9% of the guests rated "Helpfulness of Resort Staff" with a perfect score - 7 out of 7. Additionally, with the highest possible score of 7, the resort ended the year with average scores of 6.64 for Overall Accommodations, 6.74 for Overall Service and 6.72 for Overall Experience.

At the presentation ceremony, it was announced that Tortuga Beach Club also receives amazing written comments about specific staff members each week. In commenting on her most prestigious award, Betsy added, "First, I would like to thank the entire resort team for their hard work and dedication to providing the best possible service to our Owners. I also extend a sincere thank you to all of our wonderful Owners, renters and exchangers who have given us high marks for our service with their comments. After 28 years at Tortuga, I plan to continue guiding our team to this level of quality for many years to come and believe our new furnishings will invoke even higher scores in the future. We also thank our Owners for helping to increase our resort's positive image online."

In addition to the Hilton Grand

Vacations award, Tortuga was recognized as one of the top 150 beach resorts by Conde Nast in 2011 Readers' Choice Awards - Best in the World ... and received a certificate of excellence for 2012 from Trip Advisor as the number one resort on Sanibel Island. No surprise on this one: Sanibel made USA Today's list of 10 great places for families to escape the snow and Arthur Frommer has ranked Sanibel Island as his #1 favorite travel destination in the world - beating places like Bali and Paris. You may also consider logging onto



Mark Wang, President of Hilton Grand Vacations, Kim Kreiger, Senior VP Club & Resorts (left) and Neil Hutchinson, VP Association Management Services (right) flank our own Betsy Cain as she receives her award in Las Vegas.

TripAdvisor.com or other sites where you can share your positive experiences on Sanibel and tell them what a great place Tortuga is to vacation.



Thirty years and four generations later, the Shiphorst Family of Kentucky still love coming to Tortuga Beach Club. Bill and Bicky's first trip to the resort was in July 1982 and they continue to still look forward to coming every summer. In the photo: Allen (holding Emma), Kayla, Colleen, Hope, Tom, Jake, Bill (back row) and in the front row little Ethan, Jayden, Anne, Kelsie and Bicky.

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Pickleball at TBC

Pickleball is a fun-filled game that is a combination of tennis, badminton, and ping-pong. It is one of the fastest-growing activities for active seniors at many adult communities because it is not as physically demanding as tennis, but just as challenging.

Through the generosity of Owners George and Nancy Poulsen, the game is coming to our resort and will be ready for Owners to enjoy on their next visit. George suggested adding the game to our resort and the Board voted overwhelmingly to accept his suggestion. The Poulsen's \$300 contribution was used to purchase a full set of equipment, which includes the net, portable brackets and five paddles and balls.

Pickleball is typically played inside on a basketball court or outside on a tennis court, which is marked (22' x 44')



across two sides to create two courts. It is played with a smaller tennis-type net, 2" closer to the ground and the equivalent of large ping-pong type paddles and a large plastic softball-size "whiffle" ball with holes.

The game can be played with either two or four people. It is easy to play and not as fast or demanding as tennis. You don't need a lot of strength to play Pickelball

nor do you need a lot of physical stamina. Seniors with arthritis, diabetes, physical disabilities or other ailments find it challenging and pleasurable to play. It is also enjoyed by younger people and is being played at many schools.

According to JoAnn Malloy, instruction will be made available to guests, so please check the activities schedule when you arrive at the resort. See you on the courts!

Shellers' Update

It's official! After reviewing registration data and aerial photographic evidence of "shell-bent" participants (featured in our last issue), the 800 or so Sanibel shellers broke the record for group shelling in February, according to the Guinness World Record. Islanders, visitors and some Tortuga Owners participated in the highly photographed group-stoop event. Congratulations!

Memorials

A sincere "thank you" is extended to everyone who sent in generous donations to our resort Beautification Fund. As you may know, this fund was established several years ago to help pay for flower and plant replacements that are outside of our budget. The kindness extended by these donations has contributed to the beauty of our property.

Beautification Fund donations have been received in memory of Sharon Gough from The Buechels, Vivien MacKay from Hugh and Jean Welch and from Shirley Lloyd in remembrance of her husband, Rich Lloyd. Donations have been received from Barbara Harper in memory of Jack Gustafson and from Cynthia and Thomas Kies in memory of her mother, Jessie Stewart, and their grandson, baby Isaac DiLeo.

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 plant selections on your behalf.

Important Numbers

Hilton Grand Vacations Owner Services

(407) 722-3144 & (800) 932-4482 • 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
bcain@hgvc.com
<http://tortuga.hgvc.com> "HOA Updates"

Sales Associate Joanne Peters • 239-472-0161 • JPeters@HGVC.com



Manager's News



This has been a busy year for resort projects. Completed work includes finishing the kitchens in Buildings D and E, painting the exterior of all buildings, replacing gas grills and upgrading the wireless system. The office flooring was upgraded and we now have a new front desk, credenza and storage for DVDs, games and books. Check out our new digs during your next visit. We also replaced refrigerators in Buildings D and E and re-strapped all of the pool furniture. New living room and dining room furniture has been ordered for all units with installation expected in the near future.

We are testing a mattress and box spring and will use the input received when replacing the guest bedroom mattresses and box springs in Buildings D, E, F and G. Don't forget, we have Tortuga-logo Tervis Tumblers available for sale in the Resort Office! (See photo)

Betsy Cain, Resort Manager

Trading Post

Week 1, Unit 119, 2013
For A Week 3, 8, 9, 10
or 11, 2013
Eugene Kuchner
631-751-4724
kuchner@genesense.net

Week 9 or 10, Unit
128, 2013
For Week 13, 2013
Bronson Haase
267-719-0345
bjhaase@mac.com

Week 14, Unit
107, 2013 and
Unit 142, week 15, 2013
for
Weeks 12 & 13, 2013
Tom Erhardt
terhardt@eacadjust.com

Week 15, Unit
116, 2013
For Week 17, 2013
Patty Benetti
905-625-1409
pbenetti@sympatico.ca

Week 15, Unit
118, 2013
For Week 13, 2013
Gabriele and Helen Villa
215-860-1075
gabrivilla@comcast.net

Week 20, Unit
115, 2013
For a week 14-17 or
36-40, 2013
Arlene Tompkins
239-822-7167

Week 22, Unit
125, 2013
For Week 23, 2013
Larry Lemoncello
lemonc@bellsouth.net
386-547-180

Week 35, Unit
111, 2013
For any week EXCEPT
Week 34
Robert Boculac
727-784-0559
bboculac@verizon.net

Week 42, Unit
112, 2013
For a Week later in the
year or the first of 2014
Jan Williams
Janwilliams53@gmail.com

2013 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

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





Hilton Grand Vacations Company
1509 Periwinkle Way
Sanibel, FL 33957

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Sales Corner

By press time in early December, Owners' Sales at Tortuga Beach Club were approaching \$850,000 for 2012, according to Joanne Peters of Grand Vacations Realty. "For those families who are considering selling their vacation time," she says, "we can always use more February and March inventory. I have a list of potential buyers eager to purchase who are waiting in the wings, so please give me a call."

She added, "Thanks to our great Owners, more people have become happy Owners at our resort because they share positive information about Tortuga Beach Club. These referrals are friends, family and other golfers they meet at the Dunes Country Club."

The Hilton Grand Vacations Club provides exclusive access to major exchange networks as well as exchanges among HGVC resorts. Please contact Joanne at 239-472-0161, or via email at jpeters@hgvc.com to list your weeks or add more vacation time.

Pool Renovation

Your Board of Directors has approved a much-needed renovation to the pool and hot tub perimeter curb surrounding them both. The renovation is scheduled during one day of Week 3 and then into Weeks 4, 5, and possibly into Week 6 if unforeseen issues arise. The time was selected since the work must be done during a relatively dry season so the newly poured concrete and tile placement can get proper curing to ensure a long life for this renovation.

We realize this may be an inconvenience to Owners during the renovation period, but the project is necessary in order to maintain the quality of the resort. In consideration of the closure, arrangements have been made at no additional fees with the Sanibel Inn to use their pool as well as the Dunes Country Club.



The award-winning Tortuga Beach Club staff sends greetings for the coming year. The team includes (standing): Maintenance team Mike Jeffrey, Dick Stuurwold, Head of Maintenance and Tony Laezza and (seated) Janeen Williams, Front Desk; Cindi Koehler, Assistant to the Manager; Betsy Cain, Resort Manager and JoAnn Malloy, Recreation Director.