Message from Owner Services...

It’s that time of year again when the air grows cold and we look forward to another great winter here at Snowbird. We hope that everyone is as excited about the upcoming season as we are!

There have been some changes to our office over the past year. Here’s a little update over the past months: In September of 2002 Snowbird made an aggressive effort to sell the remaining inventory. This effort brought The Cliff Club into a new era of timeshare ownership called Points. We became an official RCI Points Resort in January 2003. Points gave you another option as timeshare owners and since that time quite a few of you have jumped on board. Also in January, the Cliff Club website (www.thecliffclub.net) became active providing information about the property as well as a forum for owners to list their units for sale and internal exchange.

Brad Herkimer joined our staff to help fill the void as Bryn took some time to enjoy her daughter, but he has since moved on to manage the front desk at The Lodge at Snowbird. In May, The Cliff Club officially sold out of all original inventory. Snowbird Realty remain to provide resale opportunities for owners.

Snowbird, over the summer, added several new activities for Gold and Silver season owners to enjoy: the Alpine Slide, EuroBungee trampolines, and Horseback Riding and ATV tours in Mineral Basin. This is in addition to increased snowmaking capacity up Big Emma and Regulator Johnson, which will really benefit those Platinum and Platinum Plus owners.

We look forward to a great season and to seeing your smiling faces through the next year!

Till next time,

Mike Nielsen
Sr. Owner Services Assoc.

Bonus time

Remember, as an owner you have the right to reserve “Bonus time”. Bonus time is the option to reserve any unreserved units or modules (rooms) 72 hours in advance and pay a nightly fee of no more than one half of the published rental rates. Bonus time may be reserved any time of the year regardless of ownership season.

During the summer, fall and spring studios were reserved for as low as $75 per night. One bedroom and two bedroom accommodations may be reserved for under $300 per night!

To make reservations please contact owner services at 888-457-7669.

LET IT SNOW!

Attention Owners:

In an effort to reduce and avoid the opportunity for duplicate reservations, and other mishaps, we ask that owners who choose to fax their Reservation Request forms to the Owner Services office not mail an additional copy.

We do still ask that owner’s verify receipt of their form. If faxing, please keep the original copy for your own records.

This reduction in paperwork into the Owner Services office will also assist in better response times to owner inquiries.

Thank you for your consideration.
WHEN TO MAKE RESERVATIONS...

We have been using a reservation process for the past three years that still generates a lot of questions come reservation time. The Owner Services office would like to help owners understand how this process works. The following are terms that are used quite often on Reservation forms, and in the Reservation Policies, and their definitions. Any changes that have been made to Reservation Policies since the inception of the Cliff Club were to benefit the whole body of owners and were put into place by the elected Board of Trustees.

- **Reservation Commencement Date** = The beginning of the 21-day Reservation Window. Please refer to the chart below for your seasons Reservation Commencement Date.
- **21-day Reservation Window** = The time period when forms should be returned to the Owner Services office. All forms received during this time period are treated equally. No priority is given based on when the form is received during this window.
- **Reservation Priority Groups (RPG)** = Apply only to the Platinum and Silver seasons. These were instituted to equally spread opportunity to reserve high-demand periods within a given season.
- **Reservation Process Date** = Forms will not be processed until after the 21-day Reservation Window. For example, the Reservation Commencement Date for the Platinum season was Monday, November 10, 2003 and the Reservation Process Date (22nd Day) was Monday, December 1, 2003.

Because there is no priority given to the first person who can get their form to the Owner Services office we ask that owner’s:
- not mail or fax forms into the Owner Services office before their Reservation Commencement Date
- not get up at midnight and try faxing their form.

For those participating in the RCI Points Program these dates are also important. If a form is not received by the end of the 21-day window for your season of ownership, usage will automatically be given to the RCI Points Program. Thus all reservations would have to be made through the RCI Points Reservation line, 877-968-7476.

As many of you already know, we have implemented an aggressive foreclosure procedure (this was explained in detail in Issue 4, Sept. 2001 newsletter). Part of this policy effects reservations. If an owner is delinquent in either maintenance assessment payments or contract loan payments a reservation for his unit will not be made. You must be current with all fees before time can be booked.

We look forward to serving you and hope you enjoy your vacation ownership!

<table>
<thead>
<tr>
<th>TYPE</th>
<th>RESERVATION COMMENCEMENT DATE</th>
</tr>
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<tbody>
<tr>
<td>Platinum Plus</td>
<td>The second Monday in December of each fiscal year for use of a suite during the next fiscal year.</td>
</tr>
<tr>
<td>Platinum</td>
<td>The second Monday in November of each fiscal year for use of a suite during the next fiscal year.</td>
</tr>
<tr>
<td>Gold</td>
<td>The second Monday in June of each fiscal year for use of a suite during the next fiscal year.</td>
</tr>
<tr>
<td>Silver</td>
<td>The second Monday in September of each fiscal year for use of a suite during the next fiscal year.</td>
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Call for Board Candidates

Any owner interested in being considered as a candidate for a position on the Board of Trustees, please contact the Owner Services office, at 888-457-7669 or email at cliffclubservices@snowbird.com.

Elections are during the Annual Meeting, and candidates are encouraged to attend.

TRUSTEE SALE HELD

The 2nd Annual Trustee sale was held May 9th at the Matheson Courthouse in Salt Lake City, UT.

We would like to encourage all owners interested in purchasing additional units to attend. Often, additional weeks can be obtained through the auction process.

We would like to thank the Board of Trustees for their diligent effort in getting foreclosure policies and procedures in place. This has and will continue to benefit all owners by keeping the cost of maintenance fees down.

A special thanks goes out to Candace Shugart, Cliff Club Accountant, for her long hours in getting everything ready for the sale. If you are interested in attending a trustee sale or if you want more information please feel free to contact Candace Shugart (cshugart@snowbird.com) or

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Highlights from the 6th Annual Owners’ Meeting

The 6th Annual Owners’ Meeting was held Friday, March 28th in the Alpine Room at the Snowbird Center at 5:00 p.m. Brent Bowman, Margot Kolbay and Tom Jones were re-elected and Elizabeth Thomson was also elected to the Board.

Randy Abood, Board President, gave a Cliff Club update as well as a Snowbird update. Following the update, Tom Jones, Senior V.P./C.F.O. and Board Treasurer gave the Treasurer’s report. Mark Wren, Director of Lodging, then gave the Cliff Club update including the web site www.thecliffclub.net.

For timing purposes Scott Merritt, RCI Representative met with owners after the meeting to answer and discuss any issues. Also available after the meeting were three computers to help owners with the web site.
Additional Housekeeping

Included in your annual maintenance assessment is one mid-week cleaning. If you desire more service during your owner or exchange stay you can request an additional “mid-week” cleaning. This cleaning includes linen/towel change, bathroom cleaning, garbage removal and vacuum. This can be arranged at the Front Desk or through the Owner Services office for an additional fee of $25 per room per day.

Snowbird Realty invites all Cliff Club owners and guests to visit their office on Level C of the Cliff Lodge. Their staff has over twenty five years experience in vacation ownership sales, title transfers, property market values and resale's. They can even assist you with changes to your recorded Deed of title.

Snowbird Realty has listings for resale units in the Winter ski weeks, and the Summer and Spring/Fall seasons at The Cliff Club at Snowbird. Contact them for any of your vacation and real estate needs.

Principal Broker – Gwen Adamson
Sales Executive – Spencer Crandall
Sales Executive – Ian Reilly

801-933-2233
800-954-9699 (toll free)
snowbirdrealty@snowbird.com

CLIFF CLUB
ACCOUNTING DEPARTMENT

Mailing addresses for payments are as follows:

Maintenance Payments:
Cliff Club Owners’ Association
P.O. Box 26787
Salt Lake City UT 84126-0787

Contract Payments:
Snowbird Ltd.
P.O. Box 26787
Salt Lake City UT 84126/0787

You can reach Candace Shugart at 801-933-2222 or 888-457-7669 option 5. You can email her at cshugart@snowbird.com.

Business hours are:
Mon-Fri 8:30 a.m. – 5:00 p.m.

Gold Crown Rating

We are very pleased to announce that The Cliff Club at Snowbird has once again been awarded the Gold Crown rating for the 2003 year. We are also on track to receive this rating for the 2004 year. Our scores remain high, however, we ask owners to keep these scores in mind when filling out the RCI comment cards when exchanging into the Cliff Club.

Please notify any of our staff, during your stay, to help resolve any problems you might have while at the resort.
Hello, and welcome to another year at Snowbird! We in the Mountain School are very excited about our new products, programs, and services. We have shuffled our slate of offerings to better meet the needs of all our guests: age 3 to 93, skiers or riders, novice to expert.

Programs:

We are very excited about our new emphasis on multi-session programming, and our multi-day packaging. We are also offering aggressive early season discounts that are available until December 15. Log onto www.snowbird.com, and visit Mountain School; Special offers to get all the details!

Services:

The Mountain School Sales Office on the Plaza Deck, level 3 of Snowbird Center has moved to the old Powder Tools location. We have renovated the offices, and will provide 3 main services there. First, we will continue to provide sales and services for our adult Mountain School products. We have added more space and a new look to make you comfortable when you arrive to meet your private instructor.

Mountain Essentials, located right in our sales office, will provide those “last minute” items that can make or break your day. Forgotten items like goggles, glasses, hats, socks, etc. are one step away from your ride up the mountain.

Rossignol has partnered with the Snowbird Mountain School to create the Rossignol Learn to Ski and Ride Center, located in the Mountain School Sales Office. This partnership will allow our first time adult guests to get their lessons, lift tickets, and state of the art learning technology all in one stop! This specialized gear will speed up the learning cycle and make those first turns easier to attain, and more fun to experience! In addition, we will carry state of the art powder skis and boards, and the latest in park and pipe technology for your demo-ing pleasure.

The Cottonwood Room Children’s Center has been renovated to provide more space and convenience for families and their kids. We have added bathrooms and more lunch space to the center, and will now incorporate the 4-6 year old Kinderbird program, formerly housed in the Cliff Lodge.

Be sure to visit us in our new location, and don’t hesitate to call us for details and reservations: 801-933-2170. Thanks, and see you on the mountain!

Maggie Loring
Mountain School Director

Visit Camp Snowbird!

Camp Snowbird is Snowbird's state licensed day care facility, specializing in quality childcare in a unique mountain setting. We have a fully staffed Nursery caring for children as young as 6 week to 36 months. Reservations are a must for this service, please call as soon as you know your dates. Our Nursery is a fun, caring environment with staff to child ratio of 3 to 1, for 6 week to 12 months. Our Toddler room, 13 months to 24 months, is set up with age appropriate toys and activities and staff to child ratio is 4 to 1. Children 25 months to 36 months have a new space all their own with more to explore and be creative. Ratios here are 5 to 1. Full day rate for this service is $84, includes all activities, am & pm snacks, hot lunch, outdoor playtime, and supervision. Remember this service does require a reservation.

Only full days can be reserved. Half day rates are $64 and only available day of if space allows.

In addition to our Nursery and Toddler care we also have our Primary room. For children 3 years (must be potty trained) an up. We have arts & crafts, music play, outdoor, play, story time, puppet shows, plenty of free play and snack and lunch. Rates for this service are $74 full day, and $54 for a half day. No reservation is required for the Primary room. Should you want your 3 year old to try out skiing, just call Mountain School to get all the details of the Chickadee package which includes Camp Snowbird for a half day.

Evening Babysitting is available to Snowbird guests’. Please call us 48 hours in advance to arrange for a sitter to your room. rates are $15 per hour for one child and add $2 per hour for each additional, maximum 4 children. We do have a three hour minimum for our sits.

Hours of operation, seven days a week
8:30 am - 4:30 pm.
Half days are 8:30-12:30 or 12:30 - 4:30.

All our staff is CPR & First aid certified and receives specialized training in caring for kids as well as completes a full background check.

For questions or a reservation call (801) 933-2256 or for Ski lessons (801) 933-2170
RESERVATION REMINDER

There are several owners each season who do not reserve their weeks during the Reservation Period. The Owner Services Department mails forms prior to the Reservation Commencement Date. Please remember it is your responsibility to ensure receipt of the Reservation Request Form before the Reservation End Date. Once we are inside of 60 days of arrival a reservation may not be booked. All reservations are booked on a space available basis. Once a week is booked or has gone by we cannot make a reservation.