



Belair Briefs

MESSAGE FROM THE DIRECTOR

Building Back Better AND Stronger: It is hard to believe that it's been a year and two months since Irma and a year since I've been adopted by the Belair Beach Hotel family. It has been a busy year and a very exciting one (to say the least). I especially love having the opportunity to meet our wonderful owners, exchangers and guests. I am looking forward to the upcoming year when I can meet those of you who were unable to come due to Irma.

In keeping with the call given by the National Recovery Plan of St. Maarten after our 2017 Irma experience, "Building Back Better" the Belair Beach Hotel has embraced this challenge and has made a promise to be true to this mandate and then some. Not only have we reinstalled stronger and better railings and doors, but we've also upgraded our property management system to better serve you. Our staff have been afforded opportunities to attend various training sessions ranging from customer service care, bookkeeping skills, supervisor training, first aid, and maintenance supervision, just to name a few. We are constantly improving our product and looking for ways to enhance your stay at the Belair Beach Hotel so that your St. Maarten experience will be one that you'll remember fondly forever.

We acknowledge that Hurricane Irma was an experience that we would never like to go through again. The reality is, however, that we did... John F. Kennedy said "Change is the law of life. And those who look only to the past or present are certain to miss the future." Be comforted to know that our Belair Beach Hotel family understands our past, we acknowledge our present, but we are working hard for the future of your investment and great experience with us. We would like to thank you for your patience as we recouped and recovered, and we ask for your continued support as we revamp The Belair Beach Hotel to be better and stronger than it was before.

Much blessings;
Evans

We are open for business!!!!

One of the constant questions we get from our owners is: "Well, what's new at Belair Beach Hotel? Are you fully opened? Are the ground floors ready for guests? Is the Gingerbread open for business? What are the status of the rooms?" Belair Beach hotel is proud to announce that as of July 1st 2018, all of our rooms were fully operational. Our concessionaires were open and ready to accept our guests on March 17th, 2018, which was our first soft opening of the second, third, and fourth floor rooms. The Gingerbread cafe has a new look and feel. They are also enhancing their daily specials which will delight your taste buds!! Our Mini-Mart is being run by the always pleasant Ms. Neelu, who has a very wide variety of items for such a small space. Our activities desk is being run by Ms. Eugene and Ms. Frances, two wonderful ladies who are knowledgeable, friendly, and always willing to help our guests. And of course Starlite Car rental is ready to serve you with their warm smiles, best pick up service at the airport and turnaround time for your car rental in St. Maarten. Are we open for business? Oh Yes We Are!!! Even though we are still awaiting the confirmation from our insurance, we are working to ensure that you will not know the difference when you stay with us. So what are you waiting for, hurry up and let Paulina and her Front Desk clerks book your next vacation at Belair Beach Hotel!!!

When can I confirm my next vacation with you?

As Owners, we acknowledge your right to use your week as you please. We also know that you want the best options available to you so that you can have a great time with us, or at a minimum, reschedule your time and enjoy an extended stay with us. We have started emailing your plan and prepare letters, where we inform you of the various amenities that you can pre-order, while ensuring that we make all efforts for you to enjoy your stay at the Belair Beach Hotel. In order to do this, we ask you to let us know of your travel plans at least 6 to 8 weeks in advance. Let our Front Desk staff members work with you to enhance your vacation options.



From the Management & Staff at Belair:

Merry Christmas, Feliz Navidad, Joyeux Noël, Vrolijk Kerstfeest, Buon Natale, メリークリスマス, Il-Milied it-Tajjeb, Fröhliche Weihnachten, חג מולד שמח, Happy Hanukkah, Happy Kwanzaa, the Merriest of Holidays and a Happy New Year!

Belair News

As mentioned previously by our Director, the Belair Beach Hotel has a new property management system. This allows you to book your rooms and make payments online. We will now have a much better, accurate, and efficient way to ensure that you get the room that you need in a much faster time, allowing us to continuously work on creating a great package for you at Belair Beach Hotel.

In an effort to minimize our Carbon Footprint on St. Maarten and do our part to make St. Maarten better and stronger, we're starting our recycling process at the hotel. As we go through our renovations, and changes, we are working with various vendors to become a more green hotel and eventually be Green Key Certified. During the year, you'll see easy changes and great improvements to achieve this goal. This means that, not only are we working towards a better St. Maarten, it also means leaving a better world for our children and their children. We acknowledge that we are a small part of a bigger picture, but if all of the small parts do their part, then we'll create a wonderful collage of unity, care, concern and healing to our mother earth. We invite you to participate in this collaboration by dropping your recyclable products in the designated bins on your floor.

In order to better serve you and create a "One Stop Service Op" for all of our Owners, we've relocated and incorporated our sales and our timeshare administration on the second floor. We are also revamping our Owner rental program where you'll have more options on renting your unit. Please stop off at our second floor where Jennifer, Frances and Glenda will assist you in making your dreams a reality as far as vacation ownership and planning is concerned.

To reduce costs and help our environment, the pool/beach towels will now be issued using towel cards. This way we will be able to keep count of the number of towels on hand and ensure that you will have a towel whenever you come to our towel booth on the beach. This is one of several changes that we've done so that each of you can have a great experience at the Belair Beach Hotel. As we partner up to reduce costs and our carbon foot print, we invite you to share your questions and ideas with us and we will be more than happy to answer them for you.

Our first floor and some of the upper floor units that were severely affected by Hurricane Irma have been renovated. They include new furniture, new fixtures and a new feel, as we've installed LED's in keeping with our national motto of "Building Back Better" and Stronger. We also upgraded the Wi-Fi in every unit which is now free for everyone. We're excited to extend the new look to the rest of the hotel and thank you in advance for your patience as we become a better Belair Beach Hotel.

We have a new website!!! Much work and planning went into creating a website that would work for everyone while keeping up to the new accessibility and security features introduced by the W3C, the Distance selling regulations and the e-commerce regulations respectfully. We are proud to introduce you to the new website and invite you to take a look at www.belairbeach.com where you can view the different services that we offer and plan your next vacation with us in advance.

Social media updates: In the world of having information at your fingertips, we understand the need to ensure that our Owners and guests are updated on a regular basis. As a way of staying in contact with everyone, we've upgraded our Facebook page with updates that are posted more regularly and, yes, we are doing Twitter and Instagram. Of course we are always more than happy to answer questions via our Front desk over the phone or by email.



Annual Maintenance Fees How and when can I make payments?

This year, we are very proud to be one of the hotels on St. Maarten that has not only honored the weeks during the closure of Belair Beach Hotel, but we've also made it our business to assist our Owners until 2020 in using those weeks and integrating them into our occupancy. We are also very grateful to you, who entrusted us with your future vacations by paying your 2018 maintenance fees and allowing us to do the necessary repairs and renovations to your home away from home. Your continued support has allowed us to focus on the main challenge and that is "Building Back Better" and Stronger in all aspects of Belair Beach Hotel. With that background we ask you to remit your payment on time so that we can continue to build a product that you'll be proud of. We care about your investment and we look forward to working with you to realize its full potential to you and to our country St. Maarten. Thank you in advance for your continued support.

For payment options, please refer to the yearly bill.

Also in keeping with our "Green" theme, we are giving everyone an opportunity to play their part in being eco conscience by selecting to have your newsletters and bills sent to you electronically. Not only does this cut down on cost, but it also creates a much better earth for our families. **If you agree to electronic communication, please email us at emailme@belairbeach.com and in the Subject line write OPT IN along with your name, apartment and week number(s).**

In Memory of Susan Heller

As most of you know, Susan Heller passed away December 2017 after a long battle with cancer. Her daughter held a memorial service at Belair for her on March 24th 2018 where her family and friends both near and far gathered together to remember a leader, a fighter, an innovator, a mother, a sister, a grandmother, a partner and a friend. The memorial highlighted her many achievements within the tourism industry and her philanthropic work with education and animals both on and off island. In July 2018, the Belair Beach Hotel, in collaboration with the educational wing of WIFOL, CIFSEF, created the "Susan Heller Scholarship Award" for students that have shown exceptional work both academically and in their community. The work that Susan has done will always be remembered on the island of St. Maarten and the Belair Beach Hotel will continue to work in collaboration with her family to ensure that her legacy and hard work is never forgotten.