

Year in Review

Over the past year, we've been working on various structural challenges and focusing on the safety of our guests and staff. We're continuing to upgrade our infrastructure such as our electrical, surveillance and telephone system along with our public areas. We are doing this to ensure safety and efficiency especially at times like this when our fuel, import and basic food prices are going up as it is all over the world.

We've upgraded some of the ceilings in our corridors and will continue to do this throughout 2023 as we work on reducing our maintenance on the property which will free up time for our maintenance staff to focus on internal challenges in the rooms. Another upgrade that we did was the covering for the Sewage Treatment Plant. Finally, we will be upgrading all our door locks to RFID as we continue to focus on efficiency and quality service for our guests.

Each year we work on upgrading our marketing presence and 2023 is no exception. You'll also see a lot more marketing efforts as we work on getting heads in beds. We plan on launching our TikTok account as well as our Pinterest account. We will be collaborating with local artists and our culture department as we bring more information to the world on the experiences that you can have on St. Maarten when visiting. We will also be adding more content to our YouTube videos that you can share with family and friends as you encourage them to come to the Belair Beach Hotel. Finally, we'll be featuring Belair Beach Hotel as an amazing beach wedding destination hotel.

We look forward to you sharing our posts on your various social media platforms to spread the word of the great experience you can have here with sun, sea, sand, and the amazing people that make up the Belair Beach Hotel.

In order to realize our continued efforts, we need your help. Your positive reviews on the various review platforms such as TripAdvisor and Google go a very long way.

Encouraging your family and friends to stay with us is much appreciated. Every year we will continue to make the Belair Beach Hotel, your home away from home, better. We look forward to your collaboration and teamwork!!

NEW FACES & FAREWELLS

Our long-time Timeshare Manager, Jennifer McCrea, has decided to step down from her position as she transitions to the next role in her life. While it is a decision that has been some time in the making, we will miss her tremendously and look forward to her visits. Jennifer has worked closely with Mrs. Frances Brooks who is now our Interim Timeshare Manager.

In order to provide continued service, we are happy to introduce you to Ms. Deanna Patten who is assisting Mrs. Brooks in the Timeshare department. They are both settling in very well in their new roles. We're very excited to have them on board and very appreciative to Jennifer for helping with the transition.

We're also happy to announce two new Front Desk clerks, Malcolm and Justin, who have caught on very well and some of you have already met. And lastly, Adondré, who joined Belair in June, is working alongside Ricardo as a beach attendant. He's very friendly and looking forward to assisting you with all your beach requests. Please look for him when you are on the beach to give him a big Belair welcome!

TIMESHARE UPDATES

As a valued Owner, knowing how to use your week is a priority for us. We want to make sure that you get the most out of your ownership with us. So, in the event that you cannot arrive on the week your own, you have the following options:

Internal Exchange

Belair has an Internal Exchange program that gives you the flexibility to change your week within the same calendar year based on space availability and with a

minimum of 6-10 weeks' notice. There is currently a fee of \$50.00 per week for this. The exchange options are as follows:

IF YOU OWN WEEKS → YOU CAN EXCHANGE TO:

- 1 - 6, 8 - 17 & 51 → ANY WEEK EXCEPT 7, 52 & 53
- 7, 52 & 53 → ANY WEEK
- 18 - 50 → WEEKS 18 - 50

Please contact Paulina at reservations@belairbeach.com and Catherine at catherine.nicholas@belairbeach.com to request your Internal Exchange. Please make sure to include the Primary Owner's name, your unit, week number and the dates you would like to exchange to.

For those of you who have not used up your outstanding vacation weeks, please contact us to book your vacation days soon. Bring your family and friends and create memories that will last a lifetime.

Owner Rental Program

Belair also has an Owner Rental Program, whereby you can request your week to be put up for rent if you will not be able to use it. The week will be marketed on a nightly basis and through various rental channels as stated in the rental agreement. If we rent all or a portion of your week, the hotel will take a 25% commission. To request for your week to be entered into the rental pool, send an email to Deanna at timeshare@belairbeach.com and Frances at timesharemanager@belairbeach.com.

RCI (Resort Condominiums International)

RCI is affiliated with over 4,300 resorts in 100 countries; being a member with them allows you to exchange your time to travel the world. You have the option to join RCI Weeks to exchange your week for another 7-night exchange or RCI Points where your week is converted into points to book Points-based exchanges. For more information on joining RCI, check out their website at www.rci.com.

PAPERLESS STATEMENTS

Our new property management system allows us the ability to send paperless statements. Currently, only a very small percentage of Owners have Opted In for this service. In an effort to reduce costs for everyone and provide better service to you, we ask you to please let us know by emailing Deanna at: timeshare@belairbeach.com with the heading "Paperless Statements for (week#/room#).".

Starting in 2023, all those that opted in will receive their statements via email. We will inform you, via our

social media platforms and in our online Owner's newsletter, that the statements have been emailed so that you can be aware in the event that it goes into your spam folder.

2023 ANNUAL MAINTENANCE FEE

The maintenance fee for 2023 is USD\$1,490.00 per week. We understand that not everyone will be able to pay all at one-time. Installment options for this billing are:

Option 1: Pay the entire amount in full by October 31, 2022 & receive a discount of \$50 per timeshare week owned. (Ex. if you own 2 weeks, you would deduct \$100 from the total due.) Please note that in order to qualify for this your maintenance fees must be up to date.

Option 2: Make 2 - 6 consecutive payments starting January 1, 2023 or before with a \$10 per payment service charge.

As of January 2021, the St. Maarten office no longer accepts credit card information over the telephone. Please fill out the coupon at the bottom of the statement with your credit card details along with the CVV number and mail it to the New York office or you can call the NY office at 516-921-2600 ext 302. Otherwise, you can scan or take a legible picture of the coupon and email it directly to timeshare@belairbeach.com. If you wish to pay your fees in installments, please email us for the authorization form. In the email, we ask you to include the Primary name on your contract, Owner ID #, apartment and week number(s) so that we can process your request faster.

