

# Overview of Surf Day

*"Surf Day 2012" is June 29, 2011, the first day on which you can make reservations for Surf Season 2012. Notice that Surf Day this year is on a Wednesday.*

## Walk In

### The Walk-In queue forms *before* Surf Day

Owners begin to gather at the walk-in site a day or so before Surf Day and form a queue.

**Important:** The walk-in owners, not the Board, set the "rules" for forming the walk-in line. This year, the Board has sanctioned a sign-in sheet to be placed at the Surf Day location (*The Plaza Resort & Spa* in Palm Springs) at 9:00 am on Monday, June 27, 2011.

*Typically, about 50 owners use the walk-in process.*

**Surf Day 2012**  
*is*  
**Wednesday**  
**June 29, 2011**

## Call In

### The Call-In line is active *on* Surf Day

At exactly 7:00 am PDT on Surf Day, a dedicated phone line is opened for reservations. Initial calls will be placed in a queue; when the queue is full, callers will hear a busy signal.

***If you hear a busy signal, hang up and dial again.***

*Several thousand calls are typically made on Surf Day. Only one call will be answered at a time, so hold times may be long and callers will need to be patient.*

***Reservations are taken in rotating order: Walk-In, then Call-In, then Write-In.***

## Write In

### Write-In numbers are assigned *before* Surf Day

**To increase your chance of success, send in a written reservation**

At the June meeting of the Board, numbers are randomly assigned to all 275 Surf Season intervals. Write-in requests received at least seven (7) days before Surf Day are arranged and processed in the order determined by these numbers.

To learn the number assigned to the interval(s) you own, visit the website ([www.LagunaSurf.org](http://www.LagunaSurf.org)) or call Wyndham Reservations (800-647-8001) or Laguna Surf (949-497-6299 Ext. 0 or 401) after June 8.

*About 150 reservation requests are typically sent in before Surf Day.*

## Timeline

## Where

## What To Do

### Write In

Mail, Fax, or  
Email your  
request **NOW**

#### Mail:

Wyndham Vacation Resorts  
Attn: Surf Season Reservations  
1780 Town & Country, Ste. 106  
Norco, CA 92860

**Fax:** (951) 340-2769

**Email:** LagunaSurf@wyn.com

**(Use only for Surf Season)**

*You are strongly advised to verify receipt of your write-in request. The Association is not responsible for lost or illegible written requests.*

**At the June meeting of the Laguna Surf Board of Directors, a computer-generated sequence number is randomly assigned to each of the 275 Surf Season intervals.**

Write-in requests received by 5:00 pm PDT June 21, 2011 are arranged in the order determined by these "lottery" numbers. Late write-in requests received after 5:00 pm on June 21 are also arranged in lottery number order each day, and are then added to the end of the queue daily.

To learn the number assigned to your interval(s), visit our website at [www.LagunaSurf.org](http://www.LagunaSurf.org), or call Wyndham Reservations (800-647-8001) or Laguna Surf (949-497-6299 Ext. 0 or 401) after June 8.

**Multiple Reservations:** Lottery numbers are assigned to intervals (weeks), not to owners. To claim your positions in the write-in queue, you must send in **a separate reservation request for each interval and/or carried over (Freedom Plus) week**. On the write-in matrix, you may link two reservation requests. After the reservation request with the best lottery number is made, the linked request will be made after one rotation (next walk-in, next call-in).

### Walk In

You can stay  
at the Plaza  
at special Surf  
Day rates  
(2-night  
minimum)

The Plaza Resort & Spa  
2601 Golf Club Drive  
Palm Springs, CA 92264

**Phone:** 760-324-1802

**Rates:** \$75/ 1-bed; \$55/studio  
per night, 2-night minimum.

Book up to 28 days in advance.

**Front Desk Hours:** 8 am – 11 pm

*Owners begin to gather at the walk-in site a day or so before Surf Day. Many owners reserve a room at the walk-in site.*

This year (2011) the walk-in is at The Plaza Resort & Spa in Palm Springs, which is offering special rates to Laguna Surf owners who are there for the Surf Day walk-in queue. For more information, visit the website, [www.LagunaSurf.org](http://www.LagunaSurf.org).

**The walk-in queue is managed by the participating owners.** Over the years, the walk-in owners have agreed among themselves to use a sign-in sheet and some simple rules for "staying in line," and this year, at the request of walk-in owners, the Board has approved a sign-in sheet to be placed in the lobby of The Plaza at 9AM on Monday, June 27, subject to certain conditions. For details, see "Surf Day 2012 Walk-In Process."

**Multiple Reservations:** If you have a carried over week (Freedom Plus) or own a second Surf Season interval, you may make your first reservation, wait in the walk-in line one rotation (next call-in, next write-in), and then reserve a second interval. If you have another carried over week, or own a third interval, and another deeded owner of that interval is in line with you, that co-owner may make one additional reservation on the following cycle. To make further reservations (more than three), you must go to the end of the line.

### Call In

Start calling  
at 7:00 am  
PDT on Surf  
Day

#### Reservation Line:

**714 855-2593**

This number is active only on  
Surf Day 2012,

**Wednesday, June 29, 2011,**  
from 7:00 am to 5:00 pm PDT.

#### **Use only the number above.**

*If you call Wyndham Reservations, you will not be able to reach a Surf Season agent.*

**This year, phone-in reservations will use a single dedicated line, 714 855-2593, with a hold queue and no voicemail. If you hear a busy signal, hang up and redial.**

**Important:** Because the extraordinarily high call volume puts a strain on the telephone service, AT&T may automatically block or redirect your call. **If you do NOT hear a message telling you that you have reached the Surf Day Reservations Line, hang up immediately and call again. Do NOT wait to be transferred or redirected!**

**Multiple Reservations:** If you have a carried over week (Freedom Plus) or own a second Surf Season interval, you may make your first reservation, wait on the phone one rotation (next write-in, next walk-in), and then reserve a second interval. Be sure to tell the person on the phone to keep you on the line because you are waiting to make a second reservation. To make additional reservations, you must call in again.