

Surf Day 2012 Walk-In Process

**Reservations begin at 7:00 am on Wednesday, June 29, 2011
at
The Plaza Resort and Spa, 2601 Golf Club Drive, Palm Springs**

The Board of Directors instructed our management company, Wyndham, to ask the Surf Day host facility, The Plaza Resort and Spa, to allow a sign-in sheet to be placed in its lobby in lieu of a physical queue 46 hours, but no earlier, prior to the start of Surf Day.

The Plaza Resort Management and Homeowners Association has agreed to allow this sign-in sheet to be placed in the lobby at 9:00 am on Monday, June 27, with the understanding that there should be no physical line forming at the resort nor loitering on the property.

The Board instructed Wyndham to recognize this owner-managed sign-in sheet (and only this sheet, placed in the lobby at 9:00 am on Monday, June 27) to establish the order of walk-in reservation requests that begin at 7:00 am on Surf Day, June 29.

The two-page *Overview of Surf Day* mailed to all Surf Season owners (included in this Surf Day mailing) and this informational sheet will be posted next to the sign-in sheet in the lobby.

The Board decided that only an adult owner, 18 years or older, may sign in and make a reservation and that an individual owner may only sign in on one line of the Walk-In Queue sign-in sheet.

Owners who participated in last year's Surf Day Walk-In Queue decided that, in order to maintain a position in this non-physical queue, owners would need to initial next to their original signature twice each day, at least six hours apart, and record the time.

And, to greet owners and ensure that all participants understand the walk-in procedures, it was agreed that owners would volunteer to take turns monitoring the sign-in list during lobby hours (8am – 11pm).

The Reservations Committee will host an open forum in The Plaza Resort lobby at 7:00 pm on Tuesday, June 28, to receive feedback from owners regarding the walk-in process, review the current procedures, and hear owners' suggestions. All owners participating in the Surf Day walk-in queue are encouraged to attend.