



November 12, 2018

Dear Mayacama Members,

We are pleased to announce a new casita/villa reservation policy for all Members in the upcoming year. As you all know, we have been building four new 3-bedroom villas just across the stream near the 3rd green for over a year. We are expecting to put these into service early next year and they can be rented in either a full 3-bedroom configuration, or as 2 bedroom and even 1-bedroom units.

These additional units will offer the flexibility needed to help offset one of the major challenges we've faced over the last several years...more lodging for all members!

Beginning on January 2, 2019, Mayacama will begin accepting reservation requests for nightly rentals throughout the entire 2019 calendar year. Please be advised we are expecting the demand for rental units is going to be very high and because of that, reservations will be granted under a "first come first served" policy. This is a very exciting time for us and based on our past experiences, we have learned that the Club must run the reservation process in a manner that is consistent with hotel operations. Therefore, we are implementing a deposit requirement for all reservations. Additionally, we are introducing a cancellation policy in order to discourage unnecessary "last minute" cancellations. Our history has shown last minute cancellations, without penalty, adversely affect everyone's ability to reserve and use unused nights. We appreciate your support and understanding of this policy.

Due to the high volume of requests during the first 90 days of the program, we are requiring all requests to come in the form of emails to reservations@mayacama.com. This will ensure all requests are time-stamped by our email server to ensure we have an equitable program in place.

From January 2, 2019 through February 28, 2019, we will only be taking reservations for 3-bedroom units. If you send in a request for any smaller units, they will not be fulfilled, nor will they go on a "wait" or "wish" list. On March 1, 2019, we will begin taking reservations for units of all configurations.

Please note, the new villas aren't expected to be available for rental purposes until March 1, 2019.

However, if you have a need for a room prior to March 1, please email your request to reservations@mayacama.com and we will do our best to accommodate your needs. Our monthly occupancy rates during January and February are approximately 35%, meaning there is a reasonable amount of room inventory readily available even before our new villas are complete.

DEPOSIT POLICY

The Club will require advance deposits for all reservations. If a reservation is for 1-3 days, we will require a 50% deposit for the full stay. If the reservation is for 4 days or more, we will require a 25% deposit. All deposits will include the applicable hotel taxes and will be charged to your Member account. Payment is due per the Club's regular terms and conditions (30 days after the date of your Member Statement).

If your reservation is during a holiday or one of Mayacama's primary event weeks, the Club will require 100% deposit of your entire stay. ***Please be advised this deposit is non-refundable, with no exceptions.***

CANCELLATION POLICY

Cancellations adversely affect our operations significantly and as a result, we must hold firmly on the following policy:

If cancelled within 14 days of your arrival date, the Club will refund your deposit, less a \$50 processing fee. If cancelled within 13-8 days of arrival date, the Club will refund your deposit, less 25%. If cancelled within 7 days of your arrival date, no refund will be made available. *Reducing the length of stay or an early departure within 14 days of your arrival is considered a cancellation.*

Fee Schedule:

One Bedroom Villas (suites) are \$500/night

One Bedroom Casitas are \$595/night

Two Bedroom Villas are \$1095/night

Three Bedroom Villas are \$1595/night

*All of the above rates are exclusive of Sonoma County Hotel taxes of 14% added

It should be noted Mayacama has not raised these nightly rental fees since 2013 and we are very confident that our accommodations are being offered at more than competitive rates, especially when considering quality of product, the additional square footage and the overall amenities offered. We will continue to offer these rates throughout 2019 and possibly beyond. With that said, we still believe the Mayacama Residence Club Fractional opportunity is the best value for lodging at Mayacama. Currently, the HOA's annual dues are only \$9800, which comes with a minimum of 35 nights a year. Under this program, owners are guaranteed either a villa or 2 casitas if a villa is not available, at only \$280/night! Additionally, if you purchase a lodging membership, the Club will discount your annual golf dues by 33% annually. We only have a few fractions left available for sale and once they're sold out, they will only be available through the resale market in the future.

We look forward to serving you throughout 2019 as we embark on this exciting new program.

Sincerely,



Jonathan D. Wilhelm