



# Destination

HYATT WILD OAK RANCH

Summer 2012

## A Message From The Resort Manager

### Dear Wild Oak Ranch Owners

It is hard to believe that I have been here for three Summers now. It seems just like yesterday I was preparing for my first. I am fortunate I have had the opportunity to get to know so many of you and I look forward to meeting many more of our existing and future owners.

The resort has changed a bit since I started and it is my goal to continue to add something new for you to experience when you return each year. This year, I am proud of the enhancements we've done in the Icehouse. In addition to replacing the flooring and remodeling the shelving, we've expanded the Deli to provide custom made sandwiches including breakfast sandwiches. I am also excited to announce the opening of the Mesquite Roasting Company, our

very own coffee shop, located in the Icehouse, featuring Starbucks products. Be sure to stop by and get a ice coffee or Frappuccino!

Next time you are visiting the property, I would like to invite you to attend one of our weekly owners meetings in order to share your comments and enrich your vacation experience. I would like to thank you for your continued support and I look forward to hearing from you.

Sincerely  
*Greg Mesenburg*  
Resort Manager



## CONTACT INFORMATION

9700 West Military Drive  
San Antonio, Texas 78251  
Phone: 210.647.9300  
Fax: 210.647.9301  
Sales Office Phone: 210.647.9500

## GENERAL INFORMATION

Check In: 4:00 pm  
Check Out: 10:00 am  
Front Desk Hours: 7 am - 11 pm  
After Hours Security:  
210.861.1936



**HYATT**<sup>®</sup>  
RESIDENCE CLUB  
WILD OAK RANCH  
SAN ANTONIO

## Property improvements

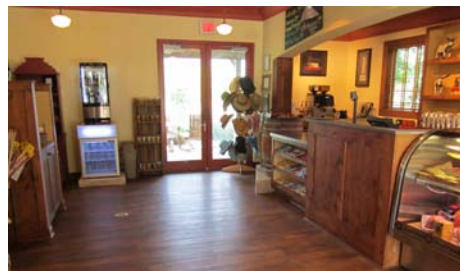
### The Nature Trail



In this off season, a lot of work has been done to further enhance our beloved Nature Trail. The recreation staff has been hard at work mulching thinning areas as well as clearing new areas that are already opened and to be opened in the future. With the help of engineering we also put in some much needed drainage in areas that were constantly being washed out with the rainfalls we get here and there. The new section of the nature trail winds back behind the persimmon building yielding even more natural, untouched foliage of this area. This whole area was once all like the back of the property and we are preserving it for all of our owners to experience before it is gone. As always, be on the lookout for more expansion areas in the future.

## Property improvements

### The Icehouse



Mesquite Roasting Co. proudly serving Starbucks coffee, all hot drinks are available including Frappuccino and iced coffee drinks too. Icehouse deli serving breakfast sandwiches with your choice of ham and cheddar or turkey and Swiss with 2 fried eggs. Made to order deli sandwiches using Boar's Head products, "house smoked" meats, and your choice of breads and rolls.

There is an increased wine selection offering the best wines from select regions around the world. Additionally, the Icehouse is now carrying an increased selection of craft beers, available in six packs or singles along with a frosted mug to enjoy on the patio.

The Icehouse Deli is also offering an array of anti-pasto selections from marinated artichoke hearts, mixed olives, stuffed cherry peppers, red and yellow tomatoes in Italian seasonings.

Finally, there is live music every other Friday on the back porch from 7pm-10pm with Bill Ayers.

## Employee Spotlight

### Andy Camarillo



I was born and raised in San Antonio graduated from Mac Arthur High School 1989. I have had over 20 years work experience in the Food and Beverage industry. I've held every position in the industry from porter to general manager, which has given me the patience, understanding and respect for every employee's contribution to the team. I enjoy family time when not working, I have a total of six children that keep me busy in my spare time. I relocated to the the Rio Grande Valley in 1999 and had a wonderful life living 20 minutes from South Padre Island. I'm very happy to be back home and look forward to a rewarding career with the Hyatt Wild Oak Ranch. I have a complete "open door policy" and welcome all of your questions, comments and concerns to make the F&B department the best the Hyatt has to offer.

Best Regards  
Andy Camarillo

## Owner Spotlight

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### Meet the Bellamy's



Mr. Bellamy, his wife and two lovely daughters from Allen TX, have been owners of The Wild Oak Ranch since July 2005. They just purchased a second week recently due to their love for the property.

In July of 2005, while enjoying a relaxing stay at the Hyatt Hill Country they were given the chance to take a tour. They took the tour with Joe Tapia who gave them a complete hassle free tour. This was the best timeshare tour they had ever experienced; it took about fifteen minutes to realize with the purchase, the vacation costs became gas and groceries. By preplanning trips carefully and by understanding the point system, they can get in about 2-3 trips a year. They also like the fact that the purchase can be passed on in the family.

Our favorite aspect of the Hyatt ownership is that our family loves

the ability to visit many different Hyatt hotel and Residence Club locations. There is an ease of use of both Gold Passport points and Vacations Club points which allows many opportunities for places to travel. The family visited the Grand Hyatt Kauai using Gold Passport Points. It was worth every point to stay at that property. Service was incredible and with all the wonderful amenities they never had any reason to even want to leave the resort. We look forward to visiting Key West, Puerto Rico, Beaver Creek and any future development in the New York area.

Some of our favorite memories are the weekly smores and movie nights. A new favorite is the grill and live music at the pool on Saturday afternoons. The family loved when the property did the pig roast at the river. Special events for the families are a plus. The ease of use of the Lazy River allows total

relaxation. The nature trail is a nice touch and gets a lot of use from the family. We look forward to the expansions to the trail for future use. Other amenities that are highly utilized are the fitness room, steam room and sauna.

We have stayed with the Hyatt Coconut Plantation; it was in close proximity to Fort Meyers and the Everglades. The resort had beautiful cabanas and a private beach. We also stayed in Grand Aspen; they were very classy and gave an upscale service to all their guests. We were impressed with the Ski in Ski out feature, allowing for long days of taking advantage of the slopes without dealing with parking and shuttles. Up until this point we have not utilized Interval International. We recently purchased an additional week at the Wild Oak Ranch and this will allow us to look into future options to stay with Interval properties.

When staying in San Antonio we suggest the following attractions; The River walk and Alamo should be at the top of everyone's lists. They are the main attractions of San Antonio and things are always changing. If you at the River walk check out Casa Rio, they have amazing food, not to be missed. If you are looking for a steakhouse, try The Old San Francisco Steakhouse.

The employees I would like to highlight are as follows: Kalison Gouard (pool server) Syndi Gouard (server/bartender) Rebecca Vagliante (Recreation attendant) Victoria Quesnell (bartender/server) Paul Rodriguez (pool technician) Jeremy Garza (pool technician) Don Shows (engineering supervisor). They all do a great job and are an asset to the property. They always take the time to stop and talk with guests and speak with their children.

## Sales Updates



Director Of Sales And Marketing: Ted Ferrer

We have started the year with a flurry of sales and all forecast for the summer call for our strongest summer yet! As a result we have added staff and our Sales and Marketing team has mushroomed to nearly 30 associates.

Sea World has added a water-park the famed Aquatica! From all accounts it has become an overnight family and adult sensation! For details call or visit our concierge desk.

Have you given thought to diversifying your vacation portfolio by adding to your Hyatt Residence Club membership? Hyatt Wild Oak Ranch still provides tours and sales opportunities daily!

Set-up your owners update and learn more about how you can create more special "moments in time" with your family! Ask about our limited special inventory!

Here's to you and your family to a fun filled and exciting summer vacation at the Hyatt Wild Oak Ranch where a lifetime of endless vacations are made!

## Local Events



### August 18-25: Culinaria: Restaurant Week 2012

Get great deals on amazing meals at San Antonio's top restaurants. See concierge for individual details.



August TBD: Texas Football Classic  
Ten of the top high school football teams in the state compete at this weekend football rumble in the Alamodome. Included schools have played in 12 state championships.



## Summer Recreation Activity Calendar



### Mondays-

Animal show, Zoomagination and Happy Tails alternating each week @ Camp Armadillo, 4-5pm

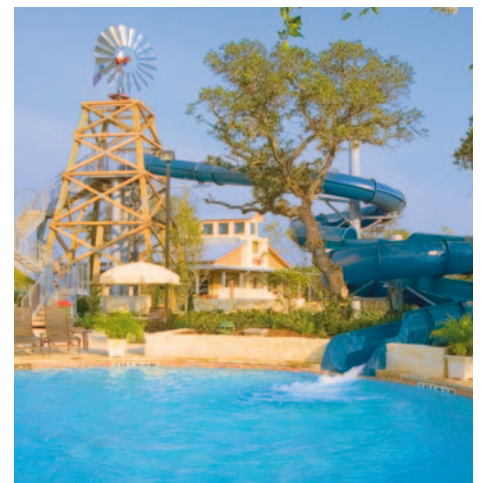


### Wednesdays-

Live Music, Ruben V@ JB's, 6-8pm  
Caricatures and Balloon Animals @ the pool, 12-2pm

### Fridays-


Magic Show, Stanton Magic @ Camp Armadillo, 4-5pm



### Saturdays-

Live Music and BBQ, Dino Fox @ Windmill Pool, 12-2pm All entertainment subject to change and ends Labor Day weekend.

## USING YOUR FIXED POINTS



### HRPP Home Resort Preference Period

**Home Resort Preference Period (HRPP)**  
**Begins: 12 months prior to deeded week**  
**Ends: 6 months (182 Days) prior to deeded week**

**YOUR OPTIONS ARE:**

1. Reserve your entire fixed week or any portion thereof. Should you reserve only a portion of your unit, the remaining portion will automatically convert to points and the inventory will become available for Club use.
2. Convert to points in order to:
  - A. Exchange with Interval International using all or a portion of your points
  - B. Apply all points to the Gold Passport Exchange Program every other year (or every year for Diamond and Platinum Fixed Week Owners)
  - C. Reserve any available Hyatt Residence Club inventory at any Hyatt Residence Club destination
  - D. Commit all or a portion of your points to the Extended External Exchange Program for the sole purpose of exchange through Interval International

### CUP Club Use Period

**Club Use Period (CUP)**  
**The 6 month (182 Day) period beginning on the day after the expiration of the HRPP period**  
**Begins: 6 months (182 Days) prior to deeded week**  
**Ends: The first day of your deeded week**

**YOUR OPTIONS ARE:**

1. Reserve any available Hyatt Residence Club inventory at any Hyatt Residence Club destination
2. Exchange with Interval International using all or a portion of your points. If your vacation plans are uncertain, you may commit all or any portion of your point balance to the Extended External Exchange Program no later than 4 months prior to the end of your Club Use Period.

### LCUP Limited Club Use Period

**Limited Club Use Period (LCUP)**  
**Begins: The day after the expiration of the club use points**  
**Ends: 6 months (182 Days) after your deeded week**

**YOUR OPTIONS ARE:**

1. Reserve and occupy any Hyatt Residence Club inventory at any Hyatt Residence Club destination available within 60 days of the date of the reservation. Any and all unused points will expire at the end of your Limited Club Use Period.

### EEE Extended Use Period

**Extended Use Period**  
**Begins: Day of your request to commit to EEEP**  
**Ends: 24 months after end of Club Use Period**

**YOUR OPTIONS ARE:**

- Provided you have committed all or a portion of your points to the EEEP no later than 4 months prior to the end of your Club Use Period, these points will have an extended lifetime of 24 months from the end of your Club Use Period to use for the sole purpose of exchange with Interval International.

Usage of points is subject to the Hyatt Residence Club Rules and Regulations

Usage of Hyatt Gold Passport® program is subject to the Hyatt Gold Passport® Terms and Conditions

## Rewarding Experiences

Share your Hyatt experience with friends and family members to earn valuable rewards!

The concept of sharing is nothing new. At a very young age we learn the importance of sharing our toys. It's designed to teach each of us the sense of satisfaction from being generous and the gratification of seeing delight on another person's face.

With the advent of social media, sharing has taken on a whole new dynamic. From restaurants and shops, to the next book to read – and even where to go on vacation, everyday millions of people share simple sentiments about their lives.

Think about how you use all the information that surrounds you on a daily basis. However, if you hear (or read) about something from a close friend or family member does it have more value? We think so!

At Hyatt Residence Club, we want to reward you for sharing your vacation experiences with your friends and family

**In fact, with our newly enhanced referral program, Hyatt by Invitation, if one of your registered referrals purchases you may even be eligible for a 100% credit on your next maintenance fee bill.\***

Simply log in to the Member Clubhouse at [hyattresidenceclub.com](http://hyattresidenceclub.com) or call us at 800-GO-HYATT and share the names of the people in your life who you feel would get the most out of learning more about Hyatt Residence Club – and we'll handle the rest!

\*Members and their referrals must meet certain qualifications to participate in Hyatt by Invitation, the Hyatt Residence Club referral program. To view the complete terms and conditions visit [hyattresidenceclub.com](http://hyattresidenceclub.com) and log in to the Member's Clubhouse. Any friends or family members who accept a vacation offer will be required to attend a 90 minutes informal sales presentation of the Hyatt Residence Club.



### Share Hyatt with Your Family and Friends

- Visit [hyattresidenceclub.com](http://hyattresidenceclub.com)
- Click the link “Already a Member” link in the upper right to log into the Member’s Clubhouse
- Select “Member Referral” from the menu on the left
- Add your names and we’ll take care of the rest!

## BORROWING POINTS

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Should you not have enough points to make a reservation, you may borrow points from your next year's Fixed Week on the condition that:

1. You reserve and occupy within the next 60 days
2. Your maintenance fee for the next year is paid at time the reservation is made
3. You relinquish your HRPP reservation window for the next year
4. Borrowing points is not permitted for exchange through Interval International

## FEES

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There is no fee for your first confirmed HRPP reservation made during your HRPP. A transaction fee applies for any other type of reservation.

### Fees Via The Web

Transaction Fee	\$39
Cancellation Fee	\$49
Gold Passport Exchange Fee	\$129
Guest Certificate	\$29
Returned Check Fee	\$40
Split Week Resort Fee	\$35*

*(\*This is paid to the resort upon departure.)*

*Split week fees DO NOT apply at Hyatt Main Street Station; Highlands Inn, A Hyatt Residence Club Resort; The Residences at Park Hyatt Beaver Creek; and Hyatt Grand Aspen. Any of these fees may be paid by VISA, MasterCard or American Express.*

### Fees Via Phone

Transaction Fee	\$45
Cancellation Fee	\$55
Gold Passport Exchange Fee	\$139
Guest Certificate	\$35
Returned Check Fee	\$40
Joint Member Fee	\$30
Split Week Resort Fee	\$35*

*(This is paid to the resort upon departure.)*

*Fees are subject to change at the discretion of Hyatt Residential Group, Inc.*

### UPDATE! NEW ADDRESS FOR MAINTENANCE FEE PAYMENTS!

Hyatt Residential Management  
Corp (maintenance fees)  
PO Box 911694  
Denver, CO 80291-1694



# EXPLORE OUR CLUB



**Beach House, A Hyatt Residence Club, Key West, Florida**



**Coconut Plantation, A Hyatt Residence Club, Bonita Springs, Florida**



**Hyatt Escala Lodge, Park City, Utah**



**Grand Aspen, A Hyatt Residence Club, Aspen, Colorado**



**Hacienda del Mar, A Hyatt Residence Club, Dorado, Puerto Rico**



**High Sierra Lodge, A Hyatt Residence Club Resort, Incline Village, Nevada**



**Highlands Inn, A Hyatt Residence Club Resort, Carmel, California**



**Main Street Station, A Hyatt Residence Club Resort, Breckenridge, Colorado**



**Hyatt Miami At The Blue, Doral, Florida**



**Mountain Lodge, A Hyatt Residence Club Resort, Avon, Colorado**



**Piñon Pointe, A Hyatt Residence Club Resort, Sedona, Arizona**



**Siesta Key Beach, A Hyatt Residence Club Resort, Siesta Key, Florida**



**Sunset Harbor, A Hyatt Residence Club, Key West, Florida**



**Wild Oak Ranch, A Hyatt Residence Club, San Antonio, Texas**



**Windward Pointe, A Hyatt Residence Club, Key West, Florida**



**Northstar Lodge, A Hyatt Residence Club, Truckee, California**



**The Residences At Park Hyatt Beaver Creek, Beaver Creek, Colorado**

Hyatt has granted the Developers of The Blue, Hyatt Residences and Hyatt Escala Lodges the right to sell condominiums at those Resorts under the Hyatt trade names and marks pursuant to Marketing License Agreements. Units in those Resorts have not been developed, offered, or sold by Hyatt or its affiliates. Inventory at The Blue, Hyatt Residences and Hyatt Escala Lodges available for reservation by Hyatt Residence Club members may be limited due to the whole ownership product offered at those Resorts.