



Destination

HYATT HACIENDA DEL MAR

2013 - Issue 1

A Message From the Resort Manager

Warm greetings from beautiful Puerto Rico! Since our last communication, there have been quite a few changes, starting with the opening of the new Ritz Carlton Reserve. Available to our guests, the Ritz Carlton Reserve property offers fine dining, spa services, golf, scheduled activities and watersports.

In addition, the East, Pineapple, and Sugarcane golf courses are available as well as the dining at the Zafra restaurant located in the clubhouse. The West course is closed for renovations and will be open at a later time.

There are some new services being offered at Hacienda del Mar. We now offer a car rental program which is operated by Dorado Tours, Their service provides a roundtrip airport package for up to five (5) people. The jet-ski rental operation is also in full swing and we will soon be adding kayaks and other watersport options.

We are in the process of relocating the Market to where the owners'

lounge is currently located and creating a new movie room inside the former sales building away from the noise of the game room. Weekly owners' meeting will move to the movie room upon completion.

Our upcoming 2013 projects include: The lobby renovation and the completion of the exterior building paint. As with any homeowners association, all future projects are closely linked to the prompt payment of maintenance fee bills as well as the success of any collections efforts.

Our re-sale program continues to move forward and JDJ Real Estate Brokers have added an additional sales executive for handling the available units of Hacienda del Mar. Association-owned inventory, as well as developer and individual owner's inventory remain available for purchase. As an incentive for our buyers, we will continue to offer the first year of maintenance fees and the closing cost of the transaction of a one week purchase.

With regard to the Cerromar redevelopment, the owners of the property are working to finalize the financing package. Once finalized, the demolition and subsequent construction of a new hotel will begin. Please feel free to contact me if you have any questions or simply want to get an update of the redevelopment progress. I look forward to your next visit to your home away from home in the Caribbean.

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CONTACT INFORMATION

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GENERAL INFORMATION

Check In: 4:00pm
Check Out: 10:00am
No Pets, No Smoking



HYATT[®]
RESIDENCE CLUB
HACIENDA DEL MAR DORADO
PUERTO RICO

Housekeeping Latest



Housekeeping Manager Leo Gallardo with Housekeeper Luisa Kuilan - Employee of the Year 2012.

There are many reasons why hospitality professionals strive to work at Hyatt Hotels.

One of those reasons is our company's culture. An important part of our culture is ensuring employees are consistently recognized for a job well-done.

With this always in mind, we are extremely proud to announce that housekeeper, Luisa Kuilan, was selected as Hacienda del Mar's 2012 Employee of the Year. Luisa has been with Hyatt for 12 years and her incredible disposition, hard work and dedication are only a few of the reasons why she has been awarded with such an honor. Luisa is an amazing housekeeper, always looking for ways to improve the guest experience.

Way to go, Luisa! We are so proud of you and so happy to have you on our team!

Front Desk Corner



Full of excitement and enthusiasm, our staff's goal is to always welcome you with a smile and offer consistently exceptional service. Whether you have a room request or need reservations for your favorite restaurant, our front desk staff is always happy to assist you with any of your needs.

Engineering Update



The preventative maintenance for our rooms and public areas is our number one priority. We are excited to report that we completed the following projects:

- Lamp retrofit at the Fitness Center for energy savings
- Improvement of the outdoor hot tub water jets system
- Installation of a new property sign at the main entrance.

Currently, we are working to relocate the Market and redesign the owners' lounge.

The lobby and phase one building renovation will begin later this year, along with the construction of the new utility Central Plant for Hacienda del Mar.

Activities

Sun & Beach



We strive to offer our families the most innovating and exciting vacations. Join in the adventure and enjoy the ride with JJ Island Water Service. Jet ski rentals are a now available at the towel bohio. Grab a towel, rent an umbrella...or just have fun on our beach.

For more fun in the sun, you can locate a Daily Guest Activity Schedule in your welcome packet. Welcome to all ages, we invite you to join Maribel, our Activity Coordinator, to create your own vacation souvenir. Activities include painting your own cap or bag and designing your own picture frame. What a fun way to take home your vacation memories!

Events Calendar

May 2013

May 17-19

Puerto Rico Amateur Open Golf Championship

The best local amateur players compete for the AMATEUR CHAMPIONSHIP title and a chance to represent Puerto Rico in future international. Events take place at Trump International Golf Club .

www.prga.org

June 2013

June 7-9

Fiestas Patronales de San Antonio de Padua

An annual tradition in Puerto Rico is to celebrate a town or region's saint. Dorado celebrates its own saint, San Antonio de Padula with festivities including dances, food, games, parades and religious processions.

www.puertorico.com

July 2013

July 28

Festival de la Cocolía

For seafood lovers, here is your opportunity to sample local crab dishes. The festival takes place at the Ojo del Buey Recreational area. Stop by the Front Desk for directions.

festivaldelacocolia.com

September 2013

September 8

Festival del Campo y Pueblo

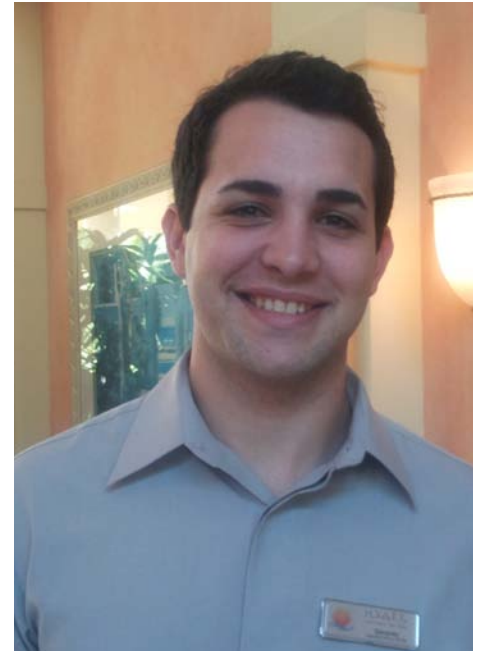
A local festival with music, exhibitions, food and more, located in the Dorado Marina area.

www.puertorico.com

New Faces



Isis Quintana



Gerardo Mena



It is with great excitement that we officially announce phase one of room renovations to begin August of 2013. Phase one, consisting of 76 units, will be the first to receive a much-anticipated facelift. The Housekeeping Department is ready to tackle this project and roll-out new cleaning standards, processes and procedures. Stay tuned for photos and updates.

In December 2012, we welcomed two new members, Isis Quintana and Gerardo Mena, to our Front Desk staff.

Isis Quintana is a great part of our team. We asked her a few questions to find out how she feels about working for Hyatt Hacienda del Mar and this is what she shared: "The thing I love the most about working at Hyatt is meeting our wonderful owners. I feel happy and lucky to be part of such a great group of people and company.

I enjoy very much working in my current position. I chose Hyatt because I see the name Hyatt represent growth, opportunity and experience. In my short term goals, I want to get to know all our owners and learn everything

there is to know about my job. In my long term goals, I would like to grow as a professional and be part of management one day."

Gerardo Mena is very dynamic and has a cheerful attitude. When we asked Gerardo how he feels about working with Hyatt and this is what he had to say: "The thing I like the most is the good atmosphere and my co-workers - they are great! I always wanted to be part of a strong and recognized company and that is Hyatt. My working environment makes it very easy to feel comfortable and it's great to be part of a company with such high standards. My short-term goal is to do the best that I can to make guests feel comfortable while working at the front desk and my long term goal is to increase my knowledge in the hotel industry and grow within the company".

Both Isis and Gerardo are a great addition to our Front Desk team. We welcome them into our Hyatt Hacienda del Mar family and look forward to their growth for many years to come.

The Hyatt Residence Club Collection



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



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



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



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



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



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



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



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



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



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



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



Hyatt Miami At The Blue, Doral, Florida



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



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



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



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



Hyatt Escala Lodge, Park City, Utah

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