



Destination

HIGHLANDS INN

2013: Issue 1

A Message From Your Board

For any new owners who are receiving this newsletter for the first time, let me introduce ourselves to you: my name is Nancy Mulvihill, President, and Susan Clark is our Vice-President. We are your owner representatives on the Board of Directors. We are here to help you with any comments, concerns or ideas, so please feel free to contact us via email at any time. To any owners who have contacted us over the last few months, it was our pleasure to assist you. Once again, thank you for your continued support and trust re-electing us for another term. We strive to make Highlands Inn a superior resort that all owners can be proud of. When staying at the Highlands Inn, we encourage you to attend the weekly owners' meeting. It's a fantastic way to stay current with the property news and to meet other owners.

We would like to welcome our new Resort Manager, Randall Williams, who came to Highlands Inn this past September. He has brought to us years of experience, and has implemented some very positive changes in his short tenure.

2013 is going to be a very exciting year with the much-needed and highly anticipated renovations for the units. Being such a large project, we would like to thank you in advance for your patience and understanding during the process.

The property is looking fantastic. On your next stay, please take time to walk the grounds and see the gorgeous landscaping. Also, remember the concierge at the resort is someone you can always contact to enhance your stay. Take advantage of the beauty of the

surrounding areas and treat yourself to one of the dining experiences on-property. One of my personal favorites is watching the sunset in the Lobos Lounge.

President, Board of Directors
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GENERAL INFORMATION

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



HYATT[®]
RESIDENCE CLUB

HIGHLANDS INN OVERLOOKING
BIG SUR COAST

From The Resort Manager



I'm your new resort manager, Randall Williams. Your previous resort manager, J.P. Doepke, and I switched roles and he is now, overseeing our three Hyatt Residence Club resorts, in Key West, Florida. From the moment I first experienced Highlands Inn, I immediately understood why our owners have the sense of pride that can only come from owning time at this picturesque, Pacific Coast jewel. I've had the pleasure of meeting many of you and look forward to personally welcoming the rest of you upon your next visit to Highlands Inn.

This edition of Destination includes a welcome from our Board President, Nancy Mulvihill. Also included is an associate spotlight on our Hotel Trainee, Ryan Marino, and an owner spotlight on Lyle and Dianne Eyer, an upcoming calendar of events, a highlight of our 2013 proposed reserve projects, and as well as a highlight of our food and beverage department and our 2013 culinary series entitled "Forks, Corks, and Action".

2013 is a year of refresh for Highlands Inn. Much of our proposed reserve

projects revolve around your unit's remodel. We also plan to propose the replacement of your mattresses in concert with your unit remodel. We anticipate being complete by the end of this year and are certain you will be pleased with the end result.

We wish you safe travels and look forward to welcoming you back to Highlands Inn. It will be our pleasure to assist in painting picture-perfect memories with you.

In the true spirit of hospitality I remain,

Randall Williams
Resort Manager
rzwilliams@hyattvoi.com



Employee Spotlight



We would like to introduce Ryan Marino of Auburn, California. Ryan started with Hyatt in 2008 and is now training with our front office and guest services department. In his current role, he assists the manager on duty, including overseeing the front desk, concierge, reservations, night security, night audit, gift shop and bell services.

Ryan's favorite owner interaction took place several years ago when he was a bellman. He assisted Mr. and Mrs. Morrice once before and by luck; he was called up to help them with their luggage once again. They ended up talking for a while during the check-in process and have built up a relationship over the years. Although he no longer assists with their luggage, he still enjoys greeting them when they arrive at Highlands Inn.

Ryan's favorite part about working here is all the owners he's met over the years accompanied by one of the most beautiful views in the world. Ryan's best day is one where he genuinely feels that he has assisted an owner in making their stay a memorable one.

The one thing that he hopes never changes about Highlands Inn is the feeling that he's back home in the foothills of Auburn, but with the added beauty of the Pacific Ocean coastline. Ryan states that there are many times he is reminded of home with Highlands Inn's pine trees and the smell of the wood burning fireplaces.

We thank Ryan for all his contributions to Highlands Inn and continue to look forward to great things to come for him.

Carmel 2013 Spring and Summer Event Calendar



April 2013

April 4-7

2013 Pebble Beach Food & Wine
For aficionados of food and wine — and for those who just really enjoy the finer tastes in life — Pebble Beach Food & Wine is the premier epicurean lifestyle event on the West Coast, matching 250 acclaimed wineries and 75 celebrity chefs to create a hedonistic four-day destination on one of the most picturesque strips of coastline in the world. Throughout the weekend, you'll enjoy intimate access to the pinnacle of culinary and wine talent at wine tastings, cooking demos, and some of the most exclusive, unique dining opportunities available in the world.

www.pebblebeachfoodandwine.com

April 5-7

Next Generation Jazz Festival. The Monterey Jazz Festival turns the spotlight on the young up-and-coming musicians in jazz music, with a newly expanded event augmented by fresh performances and activities. Admission is free to the public!

www.montereyjazzfestival.com

May 2013

May 9-11

American Le Mans Monterey
Catch four hours of thrilling sports

car racing that takes drivers from daylight into dusk by pushing their mental and physical abilities to the limit in non-stop action. American Le Mans Monterey features multiple classes of high-tech sports cars competing simultaneously. The race-within-a-race format provides constant passing, daring moves and excitement as cars of differing speeds race to the checkered flag. The wide-open race paddock gives fans of all ages unequaled access to teams and drivers. There's so much to see and do, like attending autograph sessions, team chats, tech briefings, while also enjoying the popular pre-race grid walks and Yamaha Marketplace full of vendors.
www.mazdaraceway.com/american-le-mans-monterey-presented-patron

JUNE 2013

June 16

Run in the Name of Love 5K
San Carlos Street and Ninth Avenue
The third annual "Run in the Name of Love" scenic road race and walk is set for Father's Day. The 5K run begins at 8:30 a.m. at Carmel's historic Sunset Center and follows a coastal path alongside sandy white beaches and the dramatic Pacific Ocean, with a finish celebration at Carmel's Ocean Beach. Dogs are welcome to participate in the 2K walk/run, which travels a similar course following the 5K start.

Unique features of the event are tribute bibs, dog participant shirts and bandanas, biscuits for the dogs when they cross the finish line, free raffle tickets, as well as medallions for walkers. All runners and walkers are encouraged to run in the name of someone they love, either as a memorial to a loved one or as a tribute to someone

who is loved in life.

www.runinthenameoflove.com

JULY 2013

July 6-7

Scottish & Celtic Games Festival
Don't miss the award-winning Annual Monterey Scottish Games and Celtic Festival at the Monterey County Fairgrounds. This very popular Celtic celebration brings the music, dance and athletic events of the mystical lands of Scotland and Ireland to Monterey County.

www.montereycotgames.com

July 19-21

Red Bull U.S. Grand Prix featuring the MotoGP World Championship
The Red Bull U.S. Grand Prix is three-days of adrenalin rushes and heart-pounding racing as the world's best motorcycle riders challenge one of the most technically-demanding race tracks on the international 18-race MotoGP schedule. MotoGP features multinational riders onboard complex prototype machines. Three Americans, former World Champion Nicky Hayden, Colin Edwards and Ben Spies, will waive the stars and stripes while going against popular international riders like seven-time World Champion Valentino Rossi and reigning World Champion Jorge Lorenzo.

An abundance of fan activities for all ages complement the experience, from live music, the bustling Yamaha Marketplace, stunt-riding exhibitions to pit lane walks.

<http://www.mazdaraceway.com/red-bull-us-grand-prix>

2013 Upgrades



We're excited about our upcoming proposed 2013 unit remodel. Attached are two renderings by the selected design group, Design Group Carl Ross. These renderings, along with fabric samples and floor plans, are currently on display in our Fireside Lounge.

Proposed upgrades include replacement of your dining table, dining chairs, coffee table, end table, arm chair, art work, bed frame and headboard, mattress, end table, lighting fixtures, ottomans, window treatments, and relocation of the current placement of the television. We anticipate completing this project by the end of 2013 and we are certain you will enjoy your new unit amenities.



Owner Spotlight



Lyle and Dianne Eyer - of Half Moon Bay & San Francisco. Lyle and Dianne became owners in 2002 and upgraded their unit in 2008. They own three weeks at Highlands Inn and one week at Wild Oak Ranch. The Eyer's favorite aspects of ownership include the beauty, comfort and convenience of a "familiar" place, along with the flexibility of the Hyatt point system. Lyle and Dianne admit that they seldom use their own weeks thanks to this flexibility and stay at Highlands Inn seven times a year usually residing for four days each stay.

The Eyer's favorite memories include beach walks, sunsets on the deck, and the excellent cuisine at California Market. Other Hyatt Residence Club properties they have visited include Aspen; it's one of their favorites as it's a real western town. They've also enjoyed Sedona twice with its lovely desert setting and interesting shops. When vacationing through Interval International, the Eyer's have visited Falmouth, Massachusetts, and New Orleans, Louisiana. When vacationing through our Gold Passport Program, the Eyer's have

visited Washington, DC and Denver, Colorado. Washington DC was a favorite of theirs because of the wonderful "walk" to the monuments and museums. When asked about their future residence club interests, the Eyer's state that they are very satisfied with our current program.

Highlands Inn is their location choice because they used to own a second home in Carmel for 25 years and when they moved to San Francisco and sold it, this was a wonderful way to keep in touch with longtime friends in the area. Lyle and Dianne recommend Point Lobos, Grasing's, Stravaganza, Forge in the Forest, Mission Ranch, and Rocky Point.

The Eyer's would like to recognize front office manager, Stephanie Cooper, assistant front office manager, Nicole Vidor and their highly personal crew. House person, John Washington is always charming as well as bell person Mohammad, who in his numerous roles is a wonder. Shaaron Delsohn in the sales office has helped them so much with their changes and upgrades.

Pacific's Edge Winemaker Series



Learn, Swirl, Sip and Enjoy! Meet the Winemakers and enjoy a four-course dinner with wine pairing.

During the series, winemakers will discuss the history, culture and qualities of the featured wines, which will accompany Executive Chef Matt Bolton's seasonal menus. The Winemaker Series brings owners closer to the producers and personalities that craft the wine we love. "We are very excited about our 2013 series," said Wine Director Paul Fried. "We believe making wine is, in essence, farming, and in step with our farm-to-table philosophy. Our wine dinner series brings the farmers' passion for quality and natural goods to our guests."

Save the date for our 2013 Artisan Wines of California:

- April 25 - Pelerin Wines - Santa Lucia Highlands
- May 16 - Joseph Swan Vineyards and Winery - Russian River Valley
- June 20 - Sheldon Wines - Santa Rosa

"Meet the Farmer" Lunch Series



Meet the farmer, learn about key local ingredients from the farmers and learn how to prepare a dish presented by Chef Matt Bolton. Sip a glass of wine, take in the view and savor a three course lunch! This farm-to-fork experience is sure to take attendees on a culinary excursion.

Chef Matt believes in cooking local by using fresh seasonal ingredients from Monterey County's best artisan farmers and purveyors. Do you know where your food comes from? Hyatt Carmel Highlands invites you to meet our farmers, enjoy wine and a three course lunch.

Save the date for our 2013 Lunch Series:

- June 8 - Local Wild Food Forager
- July 13 - AA Sport Fishing of Monterey
- October 19 - Carmel Valley Olive Oil Company

Chef Matt and the culinary team believe what you eat matters!

Shake, Rattle and Roll at the Sunset Lounge

Shake, Rattle and Roll your way through 2013! The cocktail series at the Sunset Lounge offers a hands-on workshop led by our enthusiastic and highly experienced mixologist. Each workshop will conclude with a R&D session for a cocktail that will run at the restaurant the following month.

Participants leave with a variety of take-away items, including recipe and sourcing cards, as well as produce and aromatics appropriate to the course topic. Make it. Sip it. Love it.

Save the date for these cocktail classes:

- April 17 - Spring Fever
- July 17 - Haute Summer Fun
- November 7 - Fall Harvest Flavors

Hello Sunshine Thursday's

Highlands Inn offers the ideal setting to unwind from the week and celebrate the longer sunshine-filled hours. Gorgeous Pacific sunsets await you with special pricing on an inviting menu of handcrafted cocktails and sharable tapas dishes.

From 5 p.m. until 7 p.m. every Thursday from June through October, enjoy specially priced Hello Sunshine handcrafted cocktails. The talented mixologists will also introduce a new cocktail each month to the lineup of drinks offered in Sunset Lounge, created specifically for the series. In addition, guests can feast on an enticing array of intriguing small plates with a complimentary appetizer offered with the purchase of any two cocktails. The celebrations continue with live music by popular local performers Joe Indence and Lee Durley, entertaining guests beginning at 7 p.m. until 10 p.m.

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 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 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
- 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!

Club Corner



LET'S FOCUS ON...

The Home Resort Preference Period

Each issue of the newsletter we will spotlight an element of the Club program.

At Hyatt Residence Club, we believe that vacations are an essential key to a family's happiness. Whether it's a brief romantic interlude or a dream vacation for the whole family, each year, you have the opportunity to spread your wings and explore the world through Hyatt.

The Hyatt Residence Club is a points-based reservation system for your timeshare or fractional interval(s) equating to an annual allotment of Club Points. Each year, at the start of your deeded week, you will receive Club Points that may be used towards various vacation options within the Club. The amount of points you receive is determined by the week, resort location and unit type purchased.

It's been said that the key to success is preparation and successful vacations are no different. The more in advance you plan, the more options are available to you. We realize with flexibility comes complexity, but we're here to help. Please feel free to reach out to a Club Service Representative by calling 800-GO-HYATT.

Home Resort Preference Period (HRPP)

You receive the maximum travel options during your Home Resort Preference Period.

The Home Resort Preference Period begins on the second day of your current year's deeded week and extends to six (6) months (182 days) prior to next year's deeded week check-in day.

Reserve any portion of your fixed week.

The first HRPP reservation for any portion of your deeded week is complimentary.

If you should choose to split your week, the remaining portion of your week will automatically convert to Club Points for the options listed below, excluding Hyatt Gold Passport Program.

Additional travel options within the HRPP window:

(1) Hyatt Residence Club Resorts

Use any or all of your Club Points to reserve available accommodations within the Hyatt Residence Club collection of resorts for travel in the next 12 months. Two-night minimum stay.

(2) Interval International Resorts

Use any or all of your Club Points to secure reservations within Interval International for travel in the next 12 months. 7-night minimum stay (ask your I.I. representative about shorter stays).

OR

Extended External Exchange (EEE): Designed to extend the life of your points past your deeded week, this option is available to you from the beginning of HRPP through the first 2 months (60 days) of the Club

Use Period. You may transfer any portion of your Club Points for use solely within Interval International for travel up to 24 months following your deeded week.

(3) Hyatt Gold Passport Program

You may choose to convert your *entire allotment* of Club Points to the Hyatt Gold Passport Program for travel throughout the world of Hyatt Hotels and Resorts.

Diamond and Platinum ownership weeks may convert their Club Points to Gold Passport Points every year. All other ownership weeks may convert Club Points to Gold Passport Points every other year. For current conversation rates, please reference your External Exchange Guide or ask your Club Service Representative.

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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1-800-GO-HYATT
www.hyattresidenceclub.com



www.facebook.com/HyattResidenceClub

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