



A Charming Resort on Cape Cod

June 2014



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Mark Your
Calendars!

**Riverview
Resort
Condominium
Trust
Annual
Meeting**

Save the Date!

**Saturday
September 13,
2014**

Please mark this date on your calendar and plan to attend. Further information on the Annual Meeting will be included in the next mailing.

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CALL FOR NOMINATIONS

Your Board of Trustees is searching for owners who are interested in the future of Riverview Resort to submit their names as candidates and run in the upcoming election for service on the Board. There are two seats up for election for a three year term. Enclosed you will find a Candidate Nomination Form which we hope you will take time to complete.

Please remember that participation as a Trustee does not include compensation for one's time, but does require a lot of love and caring for Riverview Resort. One must also be able and willing to attend meetings at Riverview Resort or a meeting place nearby.

Our next Owner's Annual Meeting is scheduled for Saturday, September 13, 2014, 10:30 a.m. at the DoubleTree by Hilton Hotel (formerly the Radisson), 287 Iyannough Rd., Hyannis, Massachusetts. Prior to this meeting you will receive a short biography on the candidates who will be running. Enclosed with that mailing will be a proxy ballot for your use if you are unable to attend the Annual Owner's Meeting. It is most important that you return the proxy if you cannot attend. We, the current Trustees, wish to thank our fellow owners who have been of tremendous support to us in the past.

PLEASE NOTE: The enclosed Candidate Nomination Form must be completed and returned to reach us no later than August 1, 2014.

Thank You for Nine Years of Service

It is with mixed feelings that we must advise you our long time General Manager Israel Soares has left Riverview to pursue an opportunity in Florida. The Board of Trustees, Vacation Resorts International and the entire resort staff would like to thank Israel for his commitment to the resort over the past nine years. Israel saw the resort through its most challenging period which included the nearly complete reconstruction of Riverview and the consolidation with Club at Cape Cod following VI's departure.

Many owners came to know Israel personally and agree that we were very fortunate to have such a hard working and dedicated manager. He will certainly be missed by all and we wish him well in his future endeavors.

We would also like to congratulate Jeff Phillips as the new General Manager. Jeff starting working at the resort in 2006 on the front desk, then became the Front Desk Manager and quickly moved up to Assistant General Manager. Please stop by the office during your next visit and congratulate Jeff on his new position.

Message from the Manager

My name is Jeff Phillips, I have been with Riverview Resort since 2006 and previously served as the resort's Assistant General Manager. Riverview Resort is like my second home and I consider the staff and our Owners to be my extended family. I am excited and honored to now be your General Manager.

2013 was the busiest spring, fall, and winter seasons we have ever seen at Riverview. It seems as if our "slow time" is starting to become a thing of the past due to Riverview Resort now being at a "sold out" status. Through creative sales strategies and new industry relationships, we have grown and strengthened our owner base. This along with making the final installment on our long-term loan in January 2015, makes Riverview's future bright! Over the last few years, we have certainly heard all of your comments, suggestions, and concerns. Our budget, unfortunately, did not allow us to address some of them, but rest assured, we know what needs to be done and look forward to making Riverview Resort an even better place to vacation!

We receive an ever-increasing request for improved Wi-Fi at the resort. With the number of smart phones, tablets, and laptops being used during our peak season, it is not uncommon to have hundreds of devices connected to our wireless network. Most of the content being downloaded is no longer just emails and browsing websites, but is high-definition movies, TV shows, and video games.

There is a considerable cost for resorts to meet today's increased demand for bandwidth and we think it is important to keep this amenity free. For this reason, complimentary Wi-Fi provided at a resort usually does not match the Wi-Fi speeds you have at your home. That said, we are continually looking for ways to improve Riverview's Wi-Fi service at a minimum expense to our owners.

We are pleased to announce that the Yarmouth Town Beach Parking Passes will again be FREE this summer season! There are a limited amount of passes and they must be signed out and returned each day. Passes can not be reserved or held and are strictly available on a first-come, first-served daily basis.

We look forward to seeing all of you this year and look forward to a successful 2014 season here at Riverview Resort!

Phone:

Resort: 508-394-9801
VRI: 508-771-3399

Online:

www.theriverviewresort.com
facebook.com/theriverviewresort
Email: info@theriverviewresort.com

Owners Meetings:

Weekly Owners Meetings: Tuesdays at 10:00 a.m. at Resort
Annual Owners Meeting: Saturday, September 13, 2014,
10:30 a.m. at DoubleTree by Hilton Hotel

Sincerely,

Jeff Phillips
General Manager



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SAVE SAVE SAVE on Daily Beach Passes

Daily Beach Passes are being offered **FREE**
to owners during your stay at
Riverview Resort for the 2014 season.

Inquire at the front desk.

Limited availability.

Your Comments Count - We Strive for 5

Front Office Manager, Jamie Otto, and the resort staff would like to receive your comments to help improve your vacation at Riverview Resort. Upon check-in this year you will receive a "Strive for 5" card (sample below) with your welcome package. The hope is that if we are not meeting your expectations in all categories you will let us know so we can try.

We look forward to making your vacation experience the best it can be.



We look forward to continuing to ensure that your stay is everything you expect and all that you deserve. Our Hospitality Team is constantly doing their best to meet your vacation expectations!

If for some reason you cannot give us a "5" or have a problem in your unit, please let us know and we will make every attempt to make it right!

If you are unable to give us 5's please let us know so we can try!

Check In / Check Out	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Hospitality	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Unit Maintenance	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Unit Housekeeping	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Resort Maintenance	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>

*Please dial Ext. 303 from your unit and speak with
Owner Services for assistance.*



**RIVERVIEW RESORT EARNS RCI SILVER CROWN RESORT®
PROPERTY DESIGNATION**

Resort honored for providing outstanding vacation experiences

South Yarmouth, MA – January, 2014 — Riverview Resort today announced it has been awarded the prestigious RCI Silver Crown Resort property designation by RCI.

Resorts that have provided outstanding vacation experiences for RCI exchange guests are honored with this prestigious award. These resorts have met quality and service standards based on ratings from RCI Subscribing Member Comment Cards.

“We are proud to announce to our owners and guests that RCI has recognized Riverview Resort again with its 2014 Silver Crown award in recognition of its outstanding resort facilities and services,” said Jeff Phillips, General Manager of the resort. “The resort staff is committed to exceeding expectations of our guests and owners 100% of the time.”

“RCI’s Resort Recognition Program helps ensure that our RCI affiliated resorts adhere to RCI’s standards for quality in accommodations, hospitality and member experience,” said Gordon Gurnik, president of RCI. “We are thrilled to recognize those who have attained this designation and continue to work to offer top vacation destinations to our 3.7 million members worldwide.”

About Riverview Resort

Riverview Resort is located on beautiful Cape Cod, Massachusetts. Our 44-room resort sits on the banks of Parker’s River in South Yarmouth. Riverview Resort offers well-equipped studio, one-bedroom, and 2-bedroom units. Enjoy our indoor pool and hot tub, fitness center, and views of the river from our back lawn area. Being centrally located in the Mid-Cape area Riverview is within a short drive of many options for shopping, dining, and entertainment along with nearby beaches, golfing, biking, or kayaking. Or enjoy a day trip to the islands of Martha’s Vineyard or Nantucket, the Cape Cod National Seashore, or aboard a breath-taking whale watch.

About RCI

RCI is the worldwide leader in vacation exchange with more than 4,000 affiliated resorts in approximately 100 countries. RCI pioneered the concept of vacation exchange in 1974, offering members increased flexibility and versatility with their vacation ownership experience. Today, through RCI Weeks, the traditional week-for-week exchange system, and RCI Points, the industry’s first global points-based exchange system, RCI provides flexible vacation options to its approximately 3.7 million RCI subscribing members each year. RCI’s luxury exchange program, The Registry Collection, is the world’s largest program of its kind with more than 200 affiliated properties either accessible for exchange or under development on six continents. RCI is part of Wyndham Exchange & Rentals and the Wyndham Worldwide family of brands (NYSE: WYN). For additional information visit our media center, rciaffiliates.com or The RCI Blog. RCI also can be found on Facebook, YouTube and Twitter.



c/o Vacation Resorts International
 P.O. Box 399
 Hyannis, MA 02601-0399

ADDRESS SERVICE REQUESTED

PRST FIRST
 U.S. POSTAGE
PAID
 CURLEY
 DIRECT

Important Numbers

Riverview Resort (508) 394-9801
 Fax..... (508) 394-6012
 Website: www.theriverviewresort.com
facebook.com/theriverviewresort

Exchange Information

RCI..... (877) 874-3334
 Interval International..... (800) 828-8200
 VRI*ety..... (888) 203-1044

Vacation Owner Services

Assessment Billing and Collection..... (508) 771-3399
 Hours..... Monday – Friday 8:30 a.m. – 5:00 p.m.

Reservations

Information and Assistance (800) 228-2968
 Bonus Time, Vacation Tyme[®], VIP Discount..... (866) 469-8222
 Hours..... Monday – Friday 9:00 a.m. – 9:00 p.m.
 Saturday 11:30 a.m. – 7:00 p.m.

Still Need Assistance?

VRI Corporate Services (508) 771-3399
 VRI Fax..... (508) 775-6396
 Hours..... Monday – Friday 8:00 a.m. – 5:00 p.m.



Board of Trustees

Raymond Slater, President

Roy Fraser, Treasurer

Dennis Ducharme, Secretary

Frank Ferraro, Trustee

Richard Evans, Trustee

Advisory Committee

Peg Buckman

Daniel Mardirosian

*Managed by Vacation Resorts International
 Perfecting the Art of Hospitality
www.vriresorts.com*





Riverview Resort Condominium Trust Candidate Nomination Form

The following information is needed to place your name on the ballot for election to the Board of Trustees. This information will be summarized in the next notice mailed to all owners. Please be brief and write legibly.

Name: _____

Interval Week(s) Owned: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone No. (Home): _____ (Work/Cell): _____

Education: _____

Qualifying Experience: _____

Objectives as Trustee: _____

Becoming a member of the Board of Trustees is a major responsibility and requires a firm commitment. Please do not volunteer unless you are willing and able to make this type of commitment to your Resort.

Nomination Acceptance Signature

Date

In order to ensure your name appears on the ballot for consideration by your fellow owners, this Nomination Form must be received by the Secretary NO LATER THAN AUGUST 1, 2014.

PLEASE FOLD, SECURE STAMP AND MAIL TO ADDRESS ON REVERSE SIDE



-Please Fold Here-

PLACE
STAMP
HERE

Please check if new address

Secretary
Riverview Resort Condominium Trust
c/o Vacation Resorts International
Post Office Box 399
Hyannis, MA 02601-0399

-Please Fold Here-