

January 28, 2015

**Dear Kimball Owner,**

**Winter Greetings from The Kimball!** As we begin a New Year, The Kimball Board of Trustees assures you we are actively engaged in creating the best circumstances for each owner to enjoy great lodging & vacation experiences. **At The Kimball we support Family, Couples... All Owners! We want you to feel like this is your Home away from Home.** Unfortunately, we recently had a situation with a group of guests that was disruptive enough **The Board agreed a letter was needed to address some specific issues that are troubling to a number of our owners.**

The current reservation policy at The Kimball is that **your week may be split one time and one of those splits can be used over a weekend.** We do this to make more time available to all owners and it's working! At times we do get full; however, the policy change has created more availability to all owners than ever before! **Remember, it is the responsibility of the Owner—not family or friends—to make your reservations and to be accountable for the behavior of all guests in your party—including the children in your group.**

While we are happy to accommodate your guests, we had an unfortunate situation with a large family reunion group where kids were running through the building on all floors, knocking on doors and running away, shouting, walking into other units, and making so much noise that we had several serious owner complaints and one relocation. There was also a separate incident where five children were left in a room unattended, jumping up and down while the parents were out, which is heard loudly in rooms below. Clearly this kind of behavior is not fair to other guests of The Kimball and will not be tolerated. **Owners who fail to control the behavior of children and others in their group violate this policy, will be fined, and asked to leave along with all guests in their group.**

**Fire code and Kimball rules limit Room Occupancy to the following:**

- **Studio: 2 people**
- **One Bedroom: 4 people (unit 234 - 6 people)**
- **Bedroom Suite: 4 people**
- **Two Bedroom: 8 people**

**There are NO exceptions to the above.**

No sleeping bags or other portable bedding aside from infant cribs may be brought into the units. **Any persons above these numbers require an additional room(s). Owners who violate the occupancy limits will be fined and asked to leave along with all guests in their group.**

***Parking has become another source of concern. Owners are allowed one vehicle per week owned during your stay. Parking in our prime downtown location is highly sought after. To protect the ability for all owners to park their cars the front desk will be asking for detailed vehicle information upon check in and strictly enforcing our parking policy by booting unauthorized vehicles. Please be sure to **always have your pass VISIBLE** from the outside on your dash. Individuals who violate parking policy will have their cars booted and fined \$100.***

As always, thank you for your valuable feedback—Over the last few months some owners have complained that some phone calls to The Kimball reservations desk were going unanswered and messages were not being returned in a timely manner. We hear you and we have implemented a new phone policy! We will pick up and acknowledge your call even when with a guest and then call you back. If our Front Desk agent cannot pick up because they are on floor and parking lot rounds, or on the phone with a guest, we will call you back when finished. During check in/out times, we often experience heavy volume (sometimes 25-35 rooms in a short span) but will ring you as soon as possible!

**Again, we appreciate your help with maintaining The Kimball as quality vacation destination. Thank you in advance for abiding by all Kimball Rules. If you need a new copy of The Kimball Rules and Regulations booklet please notify the front desk staff.**

**Happy Travels and we look forward to seeing you this year!**

Sincerely,

A handwritten signature in cursive script that reads "Katherine Hawkins".

Katherine Hawkins  
President  
KCOA Board of Directors