

Dear Kimball Owner,

March 2019

This New Year is Moving Quickly! We Are, too. Here's the News:

RESORT UPDATE:

Room Upgrades to King size beds & new furniture continue! All Suites now have King beds. Over half of our one-bedroom units that can fit a King Bed have been upgraded. New nightstands, headboards and, as previously reported, ALL one-bedrooms include new dining room tables. **PLEASE REMEMBER: Furniture and other items are unique to that unit. Please do not move furniture between units during your stay. COMING SOON;** We are in the final stages of selecting new carpeting in some units. If it passes muster, we will expand those replacements. Feedback from Owners has been positive, and we continue to upgrade furniture & replace mattresses over time on all floors.

Guest Laundry. The laundry room has been completely upgraded and refreshed with new state-of-the-art washers and dryers, credit card-pay options, plus a coin changer in the room for after hour washing and vending needs. A new sink, comfy couch, and folding counter along with filtered water and pebble ice is available 24 hours.

Fitness Room. Be sure to check out the remodel of our fitness room during your next visit. Fresh surfaces, crown molding, new paint, new lighting, filtered water dispenser...and more! ...will make your workout even more enjoyable.

Building Security. More security cameras have been added throughout the building, parking area and at the main lobby entrance. The safety and security of our owners and staff is a priority. We will continue to upgrade our security system.

WIFI/Fiber. Our fiber internet connection continues to impress. We are enjoying the benefits of high-speed data. FYI, The Kimball is not liable for any issues of security or damages to devices from material downloaded by the user. **While content is not monitored, Band-width usage and COPYRIGHT infringement IS.**

The Kimball reserves the right to disconnect any devices that exhibit illegal or unacceptable use determined by The Kimball, including heavy usage of bandwidth.

Friendly Fliers. Late last year, The Kimball was affected by an unseasonable occupation of bats in the Salt Lake area. Many public facilities were affected, including Davis High School and Vivent Arena (you may have seen this in the news). We took action to seal internal and external entry and exit points. Professionals were also hired to install one-way valves externally. This happened quickly and successfully. Thanks to The Kimball Management Team and amazing Staff.

NEW SUNDAY HOURS:

- SUNDAY: RESERVATIONS 9 am to 2 pm, DESK 9 am to 5 pm.
- MONDAY - SATURDAY: 8 am to 10 pm.
- Thanksgiving and New Year Hours may vary.
- Closed Christmas Day

OWNER PORTAL. The Kimball is pleased to announce we are launching an online owner portal accessed from our website. Login instructions will be emailed to you by the end of April. **CALL THE KIMBALL FRONT DESK NOW and UPDATE your EMAIL address ~**

KIMBALL RULES & REGULATIONS: Updated Rules and Regulations have been adopted and will be strictly enforced. You will find them located in your room binder, at The Kimball Front desk, and in the "Ownership" section of our website at www.thekimball.com.

RESERVATIONS and AUTHORIZED USERS: It is the policy of The Kimball that only verified owner(s), or a verified Authorized User of that account, may make reservations including for Trusts, LLC's, etc. Should you choose to allow an Authorized User to reserve on your account, **you must submit a written request to The Kimball with complete contact information for the Authorized User.** Owners will be contacted by Kimball Management to verify this request *before* a user will be Authorized on the account.

NON-OWNER GUEST RESERVATIONS: YOU ARE REQUIRED to give complete contact information including CELL PHONE # at the time the reservation is made! As a reminder, room requests cannot be guaranteed, we do not provide daily maid service nor bedding changes regardless of how many different guests come during a given stay, and linen exchange is offered once a week as always. The owner is the responsible party for your guest's stay. Please tell them what to expect when they come to The Kimball.

PARKING: Free parking is a HUGE benefit to our owners given our downtown location. Please remember: *One parking space per reservation regardless of party or unit size.*

EXCHANGES: Always book your time early! Exchanges require advance deposit notification. Don't wait! Remember, the value for your deposit is determined solely by the Exchange Company and not The Kimball.

OWNER SURVEY: Enclosed is a survey we hope you will take a few minutes to complete. We are providing a postage-paid addressed envelope to assist with the return of this important information. We want to hear from you! Please take five minutes to tell us how we are doing.

The Board remains committed to each owner and to maintaining a fiscally sound resort. The Kimball staff and Management continue to exceed our expectations. For questions or more information about reservations, the Rules and Regulations of the Kimball, Kimball Promotions, or how to Exchange your week (also available in your room binder onsite) please call the Front Desk at 801-363-4000 x 0 or visit www.thekimball.com.

Thank you for keeping The Kimball a wonderful place to vacation!

WEEKS AVAILABLE!
For a Short Time
TAKE 35% OFF
when you add a week
(conditions apply. details enclosed.)
Call Lisa 801-891-3198

Sincerely,



Katherine Hawkins
President
KCOA Board of Directors