

# HILAH AYERS



No matter how long the winter, spring is sure to follow! As the weather gradually improves, we look ahead with great optimism and excitement to another incredible camping season at Hilah Ayers Wilderness RV Park. We can't wait to share with you all the ways we plan on raising the bar and exceeding expectations when it comes to providing a one-of-a-kind experience. Our steadfast vision continues to center around developing the resort into an unparalleled attraction that offers its members and guests exceptional value. With phenomenal customer support and a family-focused approach, you have helped create an extraordinary sense of community that we are honored to promote.

For your reference, the 2019 lease agreement is now available on our website; however, contracts will be delivered electronically to the email addresses on file in short order via DocuSign and we strongly encourage tenants to take advantage of this service as it will streamline the distribution and collection process significantly.

Account registration is entirely optional and its use is completely costless. It also offers unbelievable convenience through device compatibility and user-friendliness and the entire action can be effortlessly completed with any network connected smartphone, tablet, or computer.

As is always the case, please read through the contract carefully as rules and regulations are subject to change. A few revisions that are worthy of specific mention are as follows:

- To avoid the deactivation of any gate entrance and proximity remotes, all assigned identification numbers must be disclosed as the unauthorized use of lost or stolen key fobs poses a serious threat to safety and security within the park.
- Tenants will be allotted one complimentary 12' X 25' stall in the storage area for the offseason safekeeping of goods, other than the tenant's recreational vehicle and leasehold improvements, to prevent insufficient site maintenance, perceived resort unsightliness, and cohabitation disputes. All possessions including vehicles, watercraft, utility trailers, boat hoists, pier sections, lawn care equipment, outdoor furniture, and the like are to be stored inside approved tenant improvements such as sheds and fully enclosed carports or removed from the site for the offseason.
- An electronic or paper copy of the tenant's driver license and valid insurance policy must be attached to the lease agreement for identity and coverage confirmation. Photographs will suffice.

To further assist in the growing need for feedback responsiveness and customer care, we are proud to introduce Ryan Desharnais as the new General Manager of Hilah Ayers. As an integral part of the management team, Ryan will work diligently alongside Cindy and Marty to tackle important park issues, appropriately address the ongoing concerns of tenants, and launch a plethora of new initiatives. With over a decade of experience in the service industry as a Head Golf Professional, Ryan is well equipped to handle the challenges that lie ahead and is ecstatic to be

joining such a fantastic community. Be sure to stop by and say hi if you see him around.



Ryan Desharnais, General Manager, BMgt

Finally, after careful and meticulous deliberation, we have made the difficult decision to implement a marginal rate change. As of May 1<sup>st</sup>, lot fees will increase by \$200 per site, plus GST, which can be submitted by the end of the season to facilitate altered payment requirements. This determination was based on several factors, most notably growing operational costs, but we remain committed to purposeful property reinvestment and maintaining a competitive price point while transforming the park into a widely renowned and celebrated premier RV resort. In fact, after conducting a thorough review of comparable resorts, we found that the rates offered at Hilah Ayers are considerably lower than a vast majority of seasonal campgrounds throughout Alberta.

As far as what to look forward to this upcoming season, we will be undertaking the

following projects:

- Maintenance yard completion
- Mini-golf course, playground, and volleyball court enhancements
- Bar construction for events
- An enchanted forest development
- Resort map and site identification restructuring
- Street signage installation for directional assistance
- Road repairs & miscellaneous infrastructure renovations
- Shower house and laundry facility refurbishment
- General aesthetic improvements
- & many others!

All things considered, this is going to be another truly terrific year with a lot of phenomenal surprises yet to come. We couldn't be more thankful to have such wonderful people in our midst to create and share unforgettable memories with. Here's to making many more together!

