

WorldMark Destinations

Published Exclusively for WorldMark Owners

February 2003

STEP INTO OUR PARLOR



and introducing...
inside the newest
WorldMark resorts

this is not your father's
Spencer Street
recent resort refurbishments

go ask alice
interview with VP of Resort
Design Development

STILL Hot



**Call 1-800-457-0103
for reservations.**

© DISNEY

Destinations

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OWNER SERVICES
1-888-648-7363
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Mon. – Fri., 9:00 a.m. – 6:00 p.m. PT
(Closed Tues., 2:00 – 3:30 p.m. PT)

London Tour for Couples

May 3 – 10, 2003

Package includes round-trip airfare from Los Angeles, San Francisco or Seattle (air options available from other US gateways) and airport transfers; six nights' hotel accommodation; tours of London, Canterbury, Dover and Leeds; daily continental breakfast
43,000 credits for two people

Footloose in New Orleans

May 12 – 16, 2003

Package includes four nights' accommodation; city tour and walking tour of French Quarter; daily breakfast and two dinners; airport transfers
12,490 credits per person

The Walt Disney World® Resort for the Entire Family!*

May 24 – 29, 2003

Package includes five nights' accommodation at Disney's Caribbean Beach Resort, Orlando, FL; five-day Park Hopper® Pass with unlimited admission to the four parks; five visits to Downtown Disney® Pleasure Island; one dessert reception during IllumiNations: Reflection of Earth®
9,100 credits per adult (based on double occupancy of two adults)
3,195 credits per child (age 3 – 9 occupying the same room as adults)

**This event was originally scheduled as a Footloose Event; by popular demand, it has been made available to all adults and children. A WorldMark representative will not be hosting this event.*

Footloose and Fingerprints at The Disneyland® Resort

June 18 – 21, 2003

Packages includes three nights' accommodation at Disney's Paradise Pier™ Hotel, Anaheim, California; three-day Park Hopper® Pass with unlimited admission to the two parks; one breakfast with the Disney characters

11,750 credits for room* and one adult
2,625 credits for each child age 10 and over (or adult) in same room
2,000 credits for each child up to age 9 in same room

**Rooms can sleep up to two adults and three children*

7-night Mexican Riviera Cruise

June 15 – 22, 2003

Carnival's *Elation* departs Los Angeles for Cabo San Lucas, Mazatlan and Puerto Vallarta

Inside cabin: 30,500 credits for two
Outside cabin: 35,000 credits for two
Outside quad cabin: 57,000 credits for four

3-night Baja Mexico Cruise

July 4 – 7, 2003

Carnival's *Ecstasy* departs Los Angeles for Ensenada

Inside cabin: 13,700 credits for two
Outside cabin: 16,000 credits for two
Outside quad cabin: 28,000 credits for four

Unless noted, all credit rates are based on double occupancy except for quad cabins.

TRENDWEST TRAVEL

1-800-953-5511
Mon. – Fri., 8:00 a.m. – 8:00 p.m. PT
Sat., 9:00 a.m. – 4:00 p.m. PT
(Closed Wed., 2:30 – 4:00 p.m. PT)

INTERVAL INTERNATIONAL

Service line: 1-877-678-4400
Flexchange recording: 1-800-722-1747

RESORT CONDOMINIUMS INTERNATIONAL

1-800-585-4833

WORLDMARK WEB SITE

www.worldmarktheclub.com

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The Wow Factor

I distinctly remember the first time I ever entered a WorldMark condominium. I took one look and thought, "Wow, I could live here."

That reaction is our goal each time you vacation at one of your WorldMark resorts. Thousands of people work very hard to make sure that your first impression is always one of delight and contentment, and that you feel as comfortable and at ease as you do in your own home.

You'll find this WorldMark spirit all throughout this issue of *Destinations*. The stunning new resorts at South Shore and Las Vegas, as well as the expansion at Big Bear, are testaments to what we've learned about you and from you. With their strict attention to detail, knowledge of current trends and styles and awareness of safety features, Director Sam Buckingham and his Product Enhancement team constantly find new ways to rekindle your romance with WorldMark. Vice President of Resort Design Development Alice Heuple and her design department are the initiators of that flame; they labor with location, climate, mood and amenities to make sure that "Wow!" is the first thing you think when you step through a resort door.

We are equally steadfast in our desire to please in the way we deliver information to you. In the *Destinations Extra* section of your WorldMark Web site this month, you'll find everything from information on the fractional program to expanded interviews. Let www.worldmarktheclub.com be your one-stop-shop for everything there is to know about your club ownership.

If you're a long-time owner, we hope that you feel our level of service has never been better. And if you're a brand new owner—welcome to Wow!

Beata Jachulski Baker...



SUNSET IN KIHEI, MAUI / PHOTO BY OWNER DIANA FORSTER



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coverphoto

Las Vegas penthouse interior.

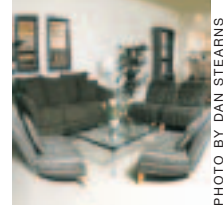


PHOTO BY DAN STEARNS

The Wearing of the Green

2002 Club Classic Golf Tournament Results

BY VADEN SAVAGE,
BASS LAKE RESORT MANAGER

The final results of the 2002 Club Classic Golf Tournament are in and new WorldMark Masters stand ready to be honored. Our champions will receive the celebrated "green blazer," which they can sport with pride on their local links. Second- and third-place finishers will receive WorldMark logo golf accessories, which will help them polish their game en route to the 2003 competition.

Men's Flights 1 and 2:

Jerry Tollefson	Masters Champion
Paul Kersey	Second Place
Michael Garrison	Third Place

Men's Flight 3:

Albert Rogers	Masters Champion
Melvin Brown	Second Place
Paul Frykberg	Third Place

Men's Flight 4:

Donn Kleinschmidt	Masters Champion
Frank Fullmer	Second Place
Larry Hibbeln	Third Place

Women's Flights 1 - 3:

Marsha Bauman	Masters Champion
Jeanne Bishop	Second Place

Women's Flight 4

Nancy Gravender	Masters Champion
Imogene Kleinschmidt	Second Place
Betty Hancock	Third Place



COEUR D'ALENE GOLF COURSE / PHOTO BY OWNERS BUCK & SHARON WYLES

On behalf of all WorldMark staff members and the Club Classic board of governors, I would like to congratulate the winners on their victory and thank the participants for making this annual event such fun. The 2003 tournament will bring even greater rewards, and I am hopeful that every WorldMark golfer will add the exciting experience of the Club Classic to their list of ownership privileges. For official rules and a 2003 Club Classic entry form, please call Owner Services at 1-888-648-7363 or inquire at the front desk of any WorldMark resort.

Holiday and Event Closures

In honor of Presidents' Day, Owner Services, Trendwest Travel and Adventure Club will be closed on Monday, February 17; WorldMark Reservations will be open from 6:00 a.m. to 2:00 p.m.

On Wednesday, February 19, the WorldMark staff will be attending their annual employee recognition awards banquet: all services will be closed from 2:30 p.m. to 6:00 p.m.

We Have a Winner!

comment card drawing

Lucky owners Todd and Lynette Cotton of Tigard, Oregon, have been chosen as the latest winners of a three-night WorldMark stay. Their completed comment card was selected in our monthly drawing—next time, the winner just might be you!

New MIT in Maui

WorldMark Kihei is proud to introduce **Michele Stewart**, who has entered our Manager-in-Training program. Michele will be spending a year on the beautiful island of Maui, learning the numerous facets of being a WorldMark resort manager from Kihei's excellent staff and management team.

Michele is a graduate of Cornell University with a degree in Facility Planning and Management. She has an extensive background in project management with companies such as Netscape, Loud Cloud, Hewlett-Packard, Applied Materials, KLA Tencor and Apple, as well as tour and travel experience with High Adventure Tours. We are happy to welcome Michele to the exciting career of vacation ownership as a WorldMark professional, dedicated to providing our owners with memories that last a lifetime.

what's new

Go "Fore" It at Angels Camp

WorldMark Angels Camp has contracted with Greenhorn Creek Golf Club for terrific discounts for WorldMark owners. Book your tee time through the front desk to take advantage of reduced prices on greens fees, golf cart rentals and other services. Just another great service, happily provided by your WorldMark club!

Inventory Specials

March to a Different Drummer

During the month of March, you can vacation at the following resorts for just four cents per credit. Call the Vacation Planning Center at 1-800-457-0103 to make your reservations.

MIDWEEK AND LIMITED WEEKENDS

Bison Ranch, AZ

Branson, MO

Denarau Island, Fiji

Lake of the Ozarks, MO

Pinetop, AZ

Running Y, OR

MIDWEEK ONLY

Arrow Point, ID

Bear Lake, CA

Birch Bay, WA

Clear Lake, CA

Eagle Crest, OR

McCall, ID

Park Village, WA

Reno, NV

Steamboat Springs, CO

Wolf Creek, UT

Midweek stays must take place Sunday through Thursday. Reservations at the above resorts are not subject to the 14-day booking window, and you may book multiple units. Holidays are excluded.

Small Change for Big Service

For the first time in club history, to stay in line with the increase in the cost of providing this service, housekeeping fees are being changed for most sizes of WorldMark units.

As of January 1, 2003, the fees are as follows:



SIZE OF UNIT	OLD RATE	NEW RATE
Studio	\$30 USD	\$35 USD
One-bedroom	\$40 USD	\$45 USD
Two-bedroom	\$45 USD	\$50 USD
Three-bedroom	\$48 USD	\$53 USD
Two-bedroom chalet	\$50 USD	\$55 USD
Three-bedroom chalet	\$53 USD	\$60 USD
Two-bedroom penthouse	\$75 USD	No increase
Three-bedroom penthouse	\$85 USD	No increase
Four-bedroom penthouse	\$95 USD	No increase

“*The traveler sees what he sees.
The tourist sees what he has
come to see.*”
- G.K. Chesterton

CONSTRUCTION



Sonoma County, CA

Construction on Phase I of WorldMark Sonoma County in beautiful Northern California is proceeding on schedule. Off-site work, site utilities and infrastructures are complete; framing is underway on all buildings; roofing and exterior sheathing is complete on buildings 1, 1A and 2; roofing is proceeding on buildings 3, 4 and 5; roof truss installation is in process on building 6. Upon completion, Phase I will contain 150 WorldMark units.



Gleneden, OR

The reconstruction of our Gleneden Beach resort is well underway. On building E, siding demolition, structural repairs and the reinstallation of windows and doors are complete; installation of new siding is 30% complete; painting is underway. On building F, demolition and structural repairs are 75% complete; reinstallation of doors and windows is 75% complete as well. These 80 units at WorldMark Gleneden will be greeting you in sparkling, renewed splendor by July 2003.

Ongoing Projects

Destination	No. Units	Estimated Completion	Status
Angels Camp II, CA	88	Summer 2003	Foundation to finishing
Seaside, OR	283*	Summer 2003	Finishing
South Shore II, NV	110*	Summer 2003	Framing to finishing
Victoria, BC	92	Spring 2003	Finishing and landscaping

*Seaside = 171 WorldMark + 112 fractional units; South Shore II = 51 WorldMark + 59 fractional units.

Information as of January 6, 2003.

in brief

What's Your Pleasure?

Our new WorldMark Las Vegas resort is now offering concierge service seven days a week. We encourage you to use this convenient source to book show tickets, arrange for tours, handle restaurant reservations and help with any other information or assistance you might need to make sure your WorldMark stay is an enjoyable and memorable one.

Contact them while you are in town or before you leave home by calling (702) 492-9863.



Getting into the Habit(at)

“There’s a secret about corporate America. It’s made up of people who live in houses, have families, go to churches, and who know that being in business means not only producing goods and services but also helping neighbors—especially those in greatest need.”

With those words, Millard Fuller, founder and president of Habitat for Humanity International, threw down a challenge for corporations everywhere to help their fellow man, and WorldMark has stepped up to meet it admirably.

Habitat for Humanity is a nonprofit, ecumenical organization that seeks to eliminate homelessness and make decent shelter a matter of conscience and action. The organization builds and rehabilitates straightforward housing with the help of homeowner (partner) families’ “sweat equity” and volunteers. The homes are then sold to the partner families at no profit, and financed



©FRANKLIN HAMMOND / IMAGES.COM, INC.

with affordable, no-interest loans.

WorldMark has formed a partnership with Habitat through in-kind donations and in 2002, supplied over 3,000 items of gently used furniture from Eagle Crest, Birch Bay, Lake Tahoe, Pismo Beach, Discovery Bay, Las Vegas on Spencer Street and Big Bear. The donated furniture was put to good use by Habitat affiliates in Oregon, Washington, Nevada and California. Currently, only

furnishings are given, but the program is continuing to identify other refurbishment items that can be contributed such as window blinds and door locks.

According to Dave Herrick, WorldMark Vice President of Resort Operations, it’s a natural fit for WorldMark to partner with Habitat for Humanity. “We’re very excited about the possibilities this partnership holds. Both WorldMark and Habitat share the same value of enriching people’s lives by making available something they’ve always dreamed of having. The dreams may be slightly different, but the principles are the same.”

Donations to Habitat for Humanity International can be made online at www.habitat.org; by phone at 1-800-HABITAT (800-422-4828), mention code 02228; or by mail: Habitat for Humanity International, 121 Habitat Street, Americus, GA, 31709, USA. 🏠

More Ways to Manage Your Ownership Online

Some new features are coming to the “Owners Only” area of the WorldMark Web site: Trendwest Financial Services and Information Services have been working together to make it simple for you to check your financial balances whenever you want.

You will soon notice a new menu of options on the left side of the WorldMark online owner area. Clicking on “Account Information” will allow you to view most of your club financial information at a glance. You will also be able to click through to more details about your annual maintenance fees, including your last and next payments; your contract information will be available as well. Online payments through the WorldMark Web site are still under development—we’ve heard your requests! In the meantime, we welcome you to sign up for Automatic Payments. For details, contact Loan Services at 1-800-691-7289.

SPECIAL OFFER
for Interval International Members Only

This Month's Featured
Getaways

One-Week Accommodations

Orlando, Florida
Two-Bedroom Units
from \$599

Maui, Hawaii
Studio Units
\$569

Use of the Getaways program is subject to the Terms and Conditions of Individual Memberships and Exchange set forth in the current Interval International Resort Directory. Getaways are subject to availability. Members and highly demanded weeks are generally not available or may be priced differently. You do not abandon the timeshare period that you own. Getaway commitments are final and non-refundable. Getaways are subject to local taxes where applicable. Travel must be completed by June 30, 2005.

INTERVAL INTERNATIONAL
The Great Vacation Exchange Program

888-353-3021
Outside N. America +305-666-1884, ext. 7759

South Shore and More

MEET THE NEWEST JEWELS IN THE WORLDMARK CROWN

Here's the real kick of being a WorldMark owner exploring a new resort: You get to revel in the luxury of something that actually belongs to you, and you didn't have to lift a finger to make it happen! Teams of people labored for months to design and create an environment that would cradle you in comfort and fulfill your every vacation desire, and now that it's ready, all you have to do is show up and enjoy. Three glorious new resorts opened in 2002; if you haven't met them yet, allow us to introduce them.

SOUTH SHORE SHINES

South Shore, a combination of WorldMark and The Residence Club fractional program offered by Trendwest, is the perfect complement to WorldMark Tahoe and the existing vacation opportunities of our owners. Here is an ideal resort for the lake-oriented owner whose notion of heaven is a nice drive around the water—maybe a little gambling at the nearby casinos—and stretching out and relaxing on the shores of Lake Tahoe. WorldMark South Shore is a gem in a flawless setting: Right at the entrance of town on the access road to Nevada Beach State Park, snuggled against a lovely, expansive pine forest and close to the celebrated lake. If you favor an energetic agenda, you can (depending on the season) indulge in any number of water sports on the vast expanse of Lake Tahoe; hit the slopes at Heavenly Valley, a skier's utopia featuring a spectacular gondola only six minutes away; or take to the mountain bike trails for a great workout and true adventure without the

challenge of the steep and demanding Kingsbury Grade of our original Tahoe resort.

And then there's the exercise choice of many: A brisk stroll 200 yards north of the resort to the Roundhill Shopping Center for some basic provisions, followed by sublime hibernation in the comfort of South Shore's condos. The interiors could not be friendlier, with cozy furnishings and luscious, earthy colors enveloping you in warmth.

Whether you're curled up in front of the fire with a good book or your favorite person, lounging on your private balcony observing the endless delights of nature or whipping up your favorite comfort food in your fully equipped kitchen, the units at South Shore have been meticulously designed and appointed to ensure that your stay is a relaxed and happy one.



LAS VEGAS SPARKLES

One step onto the dazzling property of WorldMark Las Vegas and you know you've arrived in every sense of the word. The first impression is almost palatial—a majestic main building, a sense of Mediterranean splendor and water, water, everywhere, here in the middle of the desert. The aqua flows freely at WorldMark Las Vegas, and you have any number of ways to indulge in it: Practice your laps in the enormous outdoor swimming pool, watch your wee ones' delight as they explore their very own children's pool, cool off in the outdoor misting system, rent an inner tube (\$3 for the entire day) and take a leisurely drift around the "Lazy River," take a luxurious soak in the outdoor spa or pay a visit to the grotto spa, where the lovely waterfall conveys nature's soft music into the air.

The sense of sophistication that greeted you outside is mirrored inside the exquisite units. With clean lines, a neutral

palette and chic styling, each room radiates comfort and class. And service abounds: A concierge is available seven days a week to assist you in making restaurant reservations, booking show tickets and arranging tour packages; shuttle service runs regularly to transport you to the heart of the Las Vegas Strip where casinos, clubs, amusement parks, museums, themed shops and restaurants await, ready to offer you every conceivable type of entertainment. If you're looking for pampering, look no further than WorldMark Las Vegas.



BIG BEAR II GLOWS

Sometimes the dazzle you seek is not high-wattage; a soft, candle-lit radiance is more in order. That's the time to head to the San Bernardino Mountains to take in the crystal air and warm sunshine of WorldMark Big Bear. Here, at nearly 7,000 feet above sea level, you'll find a peaceful escape from the hustle of urban life and the bustle that all too often develops inside your own head. The recent addition of 50 supplementary units to this rustic treasure makes it easier than ever to head to the hills for an enchanting respite. One amenity making its debut is the new satellite spa, set apart in a charming, wooded setting to offer you the definitive outdoor relaxation experience.

Inside, the glow continues, with pine cabinets and furniture perfectly attuned to the area's atmosphere. Tennis and sports courts, outdoor pools and spas, a recreation center and exercise facilities give you the option of re-energizing without ever leaving the resort; Big Bear Lake, the Rim of the World Scenic Byway, the Snow Summit ski area chair lift and Bear Mountain Golf Course provide myriad opportunities to commune with nature should you choose to venture beyond the tranquil grounds of WorldMark Big Bear.

South Shore, Las Vegas and Big Bear II—these are the latest treasures that are now available for the enjoyment of every WorldMark owner. Rest assured that whichever you visit, you will be treated like royalty. 🐾

For more information on The Residence Club, see Destinations Extra at www.worldmarktheclub.com.



TOP TO BOTTOM: Big Bear invites you to relax; South Shore's cozy warmth; Las Vegas, your personal oasis; South Shore's rugged beauty. (Photos by Dan Stearns and Rich Monson)

BY BEÁTA JACHULSKI BAKER

All Things Bright and Beautiful

Product Enhancement Maintains Resort Integrity



The first door to the right in WorldMark's Product Enhancement department is the sample room. Having just completed a home-improvement project, I'm tempted to duck inside on my way to visit Sam Buckingham, Director of Product Enhancement for WorldMark. I'm drawn immediately to the tile boards and floor samples—varieties of stone, laminate and linoleum—on the far side of the room. Hanging on the wall above is a full rack of paint colors. Then I start to browse the wall of shelves containing sample books of wall coverings, carpet and fabric samples; catalogs for plumbing fixtures, lamps, countertops and even art prints; and more tile and marble samples. Down the hall, I pass another huge bookshelf of what I learn are Operations and Maintenance (O&M) manuals, handed off from the developer of each property to WorldMark and containing site plans, warranties and details about the materials used in building a resort.

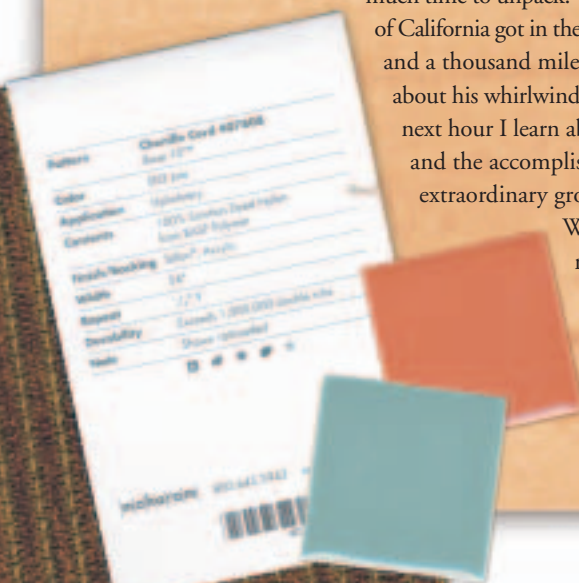
Sam has just moved into his new office, and he hasn't had much time to unpack. This week a tour of California got in the way—six resorts and a thousand miles. He tells me about his whirlwind trip, and for the next hour I learn about the mission and the accomplishments of this extraordinary group that keeps WorldMark's resorts gleaming.

"We touch each resort every year in some capacity," Sam explains. "And the secret to good resort refurbishment is in choosing the products." Product replacement schedules are based on each item's durability and longevity. When restorations are made, the team always evaluates whether to use the same product or a different item, if more suitable. For instance, when the carpets in many units at Pismo Beach failed to reach their useful lives, Product Enhancement opted for tile, which could better withstand sandy feet and beach conditions.

"Design-wise," Sam tells me, "A resort should always look brand-new, but not trendy." Colors and patterns are chosen from a classic palette so that units don't look dated five or six years down the road. Sticking to a resort's original design and the developer's intentions allows WorldMark to get the most out of its refurbishment investments while keeping the resorts looking familiar and new.

One of the most difficult challenges Product Enhancement faces is time: Keeping refurbishment duration to a minimum and having as small an impact on resort operations as possible. They recognize that owners staying at WorldMark resorts are on vacation—sometimes a vacation for which they've waited 13 months—and the last thing they want is to hear a jackhammer when they're sitting by the pool. The Reservations department helps during booking by informing owners about projects that may be taking place. Still, keeping construction work indiscernible is a priority. On major projects where bulldozers and backhoes are employed, this is complicated, but smaller interior tasks can easily be performed unnoticed. Some things, like replacing drapes, can be done during the "turn," the time between checkout and check-in. Happily, construction and refurbishment tend to elicit curiosity from owners rather than cause inconvenience, as every project is one that improves their property and makes their ownership more valuable.

BY KEITH WALSH



2002 Highlights

This list is by no means complete, but it gives a little window into the work that has gone into your resorts this past year.



LAS VEGAS ON SPENCER STREET

Las Vegas on Spencer Street

Our original resort in the Diamond City has undergone an extensive renovation that will impress even those owners well acquainted with this popular location. A new spa beckons and the pool and deck have been resurfaced, inviting all to come and bask in the glow of the sun and the new surroundings. 42 units have been recarpeted, repainted and refurnished,

and bathrooms have been completely redone. This large-scale project makes Spencer Street a quiet, beautifully appointed alternative to our new resort when visiting Las Vegas. Have the best of both worlds: Stay at Spencer Street, and put WorldMark Las Vegas on your list of tempting local sites to explore when you venture along The Strip.

Birch Bay

This delightful resort just south of the Canadian border has been rejuvenated with major overhauls of the swimming pools, new pool furniture, and many units receiving new furniture, window coverings, carpeting and paint.

Angels Camp

Spa resurfacing, renovated tennis courts, and new pool furniture give this California charmer a fresh sparkle. Inside, new sofas and occasional chairs as well as carpet and paint in 32 units ensure a comfy, friendly atmosphere during your stay. More scheduled for 2003.



CLEAR LAKE

Clear Lake

Whether you're thinking about casting a line in the lake, taking a short drive to the wine country or simply planning to doze by the pool, the mission-style lodge at Clear Lake is as comfy and inviting as ever. New sofas, occasional chairs, carpet and paint brighten up over 40 units, and a new bridge to one of the buildings has just been completed.

Coming up in 2003

Eagle Crest

Barbecue restoration will be completed this year, wall art in many units will be changed, and replacement of all queen-sized mattresses continues. The check-in area of the resort is also slated for a major overhaul to accommodate more guests as this resort has grown.

Leavenworth

New appliances, kitchen and bathroom updates, new furniture and new water heaters in many units in the Bavarian-like village of Leavenworth will make your visit cozy in any season.

Running Y

The end of a three-year project to bring Running Y up-to-date is near. New beds, lamps, patio furniture, carpets and barbecues will welcome you the next time you visit Upper Klamath Lake.

Orlando, FL

In April 2003, 50 units in Orlando, Florida, will go into WorldMark's inventory. The Product Enhancement team will be evaluating the units and will place every item in the resort on their replacement schedules. While little repair and replacement work is



ORLANDO

necessary right away, Product Enhancement will immediately take on the responsibility of keeping this resort in new condition.

For the full interview with Sam Buckingham, visit Destinations Extra on the WorldMark Web site.



Design for Living

An Interview with Alice Heuple



BY BEÁTA JACHULSKI BAKER

*As Vice President of Resort Design Development, **Alice Heuple** and her team of talented professionals are responsible for the initial design and delivery of the FF&E—furniture, fixtures and equipment—of every WorldMark resort.*

BJB: I know that you’ve been with Trendwest Resorts since 1992—tell me a little about your background and your first years here.

AH: I’ve been in the timeshare industry for over 20 years. Prior to coming to Trendwest Resorts, I was with Bellevue, Washington-based Vacation Internationale. I joined Trendwest in 1992 as Director of Product Development. At the time, WorldMark had just 72 units in their inventory! I was responsible for overseeing all of the product development activities from construction, design, purchasing and logistics to final turnover of the resorts to WorldMark. Our

growth was tremendous and our Product Development team increased. I now oversee the resort design development functions in Product Development, which are design, purchasing and logistics.

BJB: Define “logistics” for me.

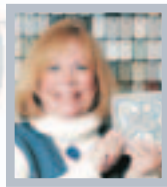
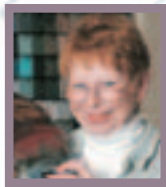
AH: Logistics involves loading the resort units and common areas: Moving all of the furniture and fixtures into each condo and installing all of the artwork, kitchen packs, etc. It’s a lot of work, and as we have grown it’s become one of our most challenging tasks. **Becky Benavides** is the Director of Purchasing and Logistics. Her group oversees all the purchasing and installation for all the FF&E items. They do an amazing job of ordering, purchasing, tracking and scheduling of that process in order to turnkey the resort units over to WorldMark, ready for occupancy.

BJB: What’s the first thing you want an owner to think the minute they walk into a WorldMark condo?

AH: I’d like our owners to experience a “wow” factor when they enter their unit for the first time. I want them excited to be an owner and proud of their unit amenities. I think the design team has done a great job over the years in creating an atmosphere that offers total comfort and convenience. We want our owners to feel that they are at home—that they can relax in a hassle-free environment—and I believe that Trendwest/WorldMark are absolutely the best in the business at providing this environment at our resorts.

BJB: In 2002, we opened South Shore, the new Las Vegas resort and Big Bear II. What are your favorite design features in each of those?

AH: Our new resort at Las Vegas is a water oasis, complete with a lazy river. **Jean VanSandt**, who is the first interior designer to come to work with me in 1992, took on that project. The theme of water is key at that location, as well as the spaciousness and openness of the common area. The



units are beautifully done in a contemporary style. **Mark Kellogg**, who joined the design staff in December 2002, will be concentrating his efforts on Phase II of Las Vegas, as well as urban design.

The condos at South Shore are cozy and inviting; **Robin Johnson** was the interior designer for that project. The Lake Tahoe area is stunning, and Robin used warm woods and colors in the units to make them feel welcoming. She also used historical artwork pieces of the early days of the community in order to give owners a sense of how South Shore at Lake Tahoe was developed.

Big Bear II was under the design direction of **Dana Burback**. She did the original Phase I units and continued the mountain theme through into Phase II. These units have the look and the feel of a lodge: rustic but comfortable.

BJB: 2003 will see the opening of Victoria, Seaside, Angels Camp II and Sonoma. May we have a preview?

AH: Victoria is a spectacular location—right at the entrance to Victoria’s inner harbor. Each room has a small balcony that looks out to the waterway. Hop a water taxi or take a stroll to town on the boardwalk in front of the resort.

The resort at Seaside has already brought such life to the town, and we haven’t opened the doors yet! It is located on the beach next to the promenade where Lewis and Clark made their famous landing on the Oregon Coast. It’s a massive structure, but the tones of the exterior have been chosen to blend with the colors of the sand to minimize its impact. Interior shades are grays and sea foam greens—very compatible with the ocean just outside.

Angles Camp Phase II will continue with the “mining town” feel of its location and capitalize on the historic atmosphere which is everywhere in the vicinity. Sonoma will be utilizing a Craftsman style of architecture and design with clean lines and natural components, which is perfect for the wine country.

BJB: One last question: What’s your favorite thing about your job?

AH: Well, I have two favorite things. The first is the caliber of the people that I have been privileged to work with over the years to bring the WorldMark product to the point that it is at today. I have been part of an extraordinary team, and I’m so proud of all that we’ve accomplished. The other is the hands-on aspect of my job. I love being there in the beginning when you are looking at raw dirt and discussing what site/design plan makes sense—and months later, driving away from that same piece of raw dirt that has materialized into a WorldMark Resort.

For more information on the Resort Design Development team, see Destinations Extra on the WorldMark Web site.

LEFT TO RIGHT: Alice Heuple, Becky Benavides, Jean VanSandt, Robin Johnson, Dana Burback and Mark Kellogg.



RIVER RAFTING ON THE DESCHUTES RIVER

Shoot the Deschutes! River Rafting in Oregon

Mt. Hood is your backdrop and the world famous Deschutes River is your waterway in this delightful day of maneuvering through moderate rapids. The Deschutes River is Oregon's most popular river for short trips, with dependable sunshine and canyon scenery. This river route builds from lazy drifting to some fun Class III rapids, providing a great ego boost for first-time rafters and guaranteeing fun for everyone in the family.

Your day begins in Maupin, Oregon, located approximately 120 miles east of Portland, where your crew will escort you into vans and shuttle you to the nearby launch site. After a few hours of winding along the crystal clear waters and enjoying the sunshine, you'll stop for a full deli-style buffet lunch. Then it's back to the river where you'll work your way through high desert canyons as you head for the final destination of Sandy

Beach. At the end of the day, passenger vans will return you to the starting point in Maupin.

With easy access from Maupin to the Mt. Hood National Forest, the John Day Fossil Beds, the Columbia Gorge and the historic Barlow Trail, a trip on the Deschutes is a perfect addition to an extended vacation or a great mini-vacation all by itself.

River Rafting on the Deschutes

July 19, 2003

1,525 credits for each adult

1,355 credits for each child

(age 6 - 16)

Package includes: Day of river rafting, lunch and shuttles to and from river.

Children must be at least 6 years of age to participate. Subject to change and availability. Cash 'n' Credits options available. Airfare not included. For rates on airfare, contact Trendwest Travel at 1-800-953-5511.

Whales and More in the San Juan Islands

Once a mountain range, now an archipelago, the 100 million-year-old San Juan Islands boast some of the most spectacular scenery in the Pacific Northwest. Renowned for both the resident pods of orca whales and the migratory pods that feed in the area, the San Juans teem with a variety of wildlife and sea life. Bald eagles, Dall's porpoise, blacktail deer, seals and otters are just some of the other creatures you might spot during your trip.

You depart for your one-day adventure from Seattle aboard the Victoria Clipper, arriving in the quaint seaside village of Friday Harbor on San Juan Island. From there, you will take a three-hour whale and sea life search excursion. Relax and enjoy the breathtaking vista of Puget Sound as your crew coordinates with a locating service to maximize every whale-watching opportunity.

San Juan Islands Excursion

July 26, 2003

1,560 credits for one adult

(one child under 12 may accompany adult free of charge)

860 credits for each additional child (if more than one child travels with each adult)

Package includes:

Round-trip Victoria Clipper between Seattle and Friday Harbor; three-hour whale and sea life search for one adult; one child under 12 travels free with a paying adult.

Subject to change and availability. Cash 'n' Credits options available. Airfare not included. For rates on airfare contact Trendwest Travel at 1-800-953-5511.



PHOTO COURTESY OF CARNIVAL CRUISE LINES

Follow the Sun Three-Day Baja Cruise

October: the first chilly nip of fall is in the air, but you're basking on the deck of Carnival Cruise Line's *Ecstasy*, soaking up the sun and living the good life. Whether you're enjoying the spectacular shows in the clubs, digging into prime rib and lobster or just relaxing with a good book, these three days on the waters of the blue Pacific will leave you relaxed and refreshed.

Three-night Baja Mexico cruise on the Carnival *Ecstasy* departs Los Angeles for Ensenada

October 3 - 6, 2003; October 31 - November 3, 2003

Inside cabin: 13,000 credits for two

Outside cabin: 14,500 credits for two

Outside quad cabin: 23,000 credits for four

Cruises subject to change and availability. All rates are based on double occupancy except for quad cabins. Tax and port fees included. Airfare and \$129 USD exchange fee not included. Cash 'n' Credits options available. Call 1-800-457-0103 for reservations.

direct exchange midwinter escape

Capistrano, California	Newport, Oregon
Carlsbad, California	Oahu, Hawaii
Fairmont, British Columbia	Puerto Vallarta, Mexico
Grand Cayman Island, Caribbean	Newport, Oregon
Kauai, Hawaii	Santa Fe, New Mexico
Mazatlan, Mexico	Scottsdale, Arizona
	Sun Valley, Idaho

Exchange fee of \$129 USD applies. One bedroom unit = 9,000 Vacation Credits; 2 bedroom unit = 10,000 Vacation Credits. For more information on these popular exchange destinations, call the Vacation Planning Center at 1-800-457-0103.

City of Lights for the Young at Heart

Golden Escapes in Paris

**November 10 - 17, 2003
21,500 credits per person, based on double occupancy**

With its dazzling vistas, awe-inspiring monuments and timeless architecture, it's no wonder Paris is one of the world's most celebrated cities. This Golden Escapes tour is especially designed for our "late youth," offering tours to areas of historical significance and a hotel centrally located within walking distance of shops and restaurants.

Enjoy a half-day tour of Paris with an overview of the city's most famous sites, including entrance to the second level of the Eiffel Tower. Also provided are a half-day tour to the stunning palace of Versailles and a full-day trip to Normandy, which includes entrance to the Caen Memorial Museum and lunch. All tours are via private motor coach with a local guide.

**Package includes:
Round-trip airfare from Los Angeles, San Francisco or Seattle (air options available from other U. S. gateways); airport transfers; six nights' hotel accommodation; tours listed above and daily continental breakfast.**

Call your Vacation Planning Center at 1-800-457-0103.

Prices are per person and based on double occupancy. If you are a solo traveler, you will be paired up with another solo traveler to meet the double occupancy requirement. All tours are subject to change and availability. \$129 USD exchange fee not included. Cash 'n' Credits options available.



SAGRE COEUR, PARIS / PHOTO BY OWNER KAREN PEIRCE

Next Stop, Paradise!

Portland to Maui on Hawaiian Airlines

Hawaiian Airlines has scheduled non-stop service from Portland, Oregon, to Maui, Hawaii, during select times throughout 2003. Beginning February 1 and continuing through April, Portland to Maui non-stop flights will be offered three days a week. Non-stop service resumes again in October.

Sample fares:	
MIDWEEK	WEEKEND
\$ 501.44 USD	\$ 547.54 USD

Call Trendwest Travel today at 1-800-953-5511 and start packing!

Fares are based on low season and include taxes, security fees and surcharges, which are subject to change. Fares higher during high season.

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