



# Neptune House

*Block Island, RI*

A stylized trident icon, positioned to the right of the text 'Block Island, RI'.

## MESSAGE FROM THE BOARD PRESIDENT

April 2016

At the recent Owners Meeting, the Board of Directors presented its Turnaround Plan designed to improve the financial health and physical condition of the Neptune House while returning annual maintenance fees to more palatable levels. Actions already taken or under way include:

- **Hiring a management company (Vacation Resorts International) to achieve lower operating costs and improve efficiency.** VRI has robust financial management and reporting systems. It also provides group purchasing power and the knowledge to leverage best practices in the timeshare industry.
- **Implementing a collection policy to lower bad debt and repossess unpaid weeks.** This policy encourages owners to pay their fees in a timely manner. It also has a process for resolving accounts of long-term delinquent owners, thereby making it possible to repossess unpaid shares and resell them.
- **Implementing Proposition 30.** The resort season will be shortened to 30 weeks: 26 fixed weeks and 4 float weeks – one in November and three in April. This will continue to allow owners to schedule around varying April vacations and allow the resort to adjust its season should that prove desirable later on. The float week maintenance fee has been returned to its previous amount of \$690. A Float Week Amnesty Program has been instituted that will enable owners in good standing to return unwanted float weeks to the Owners Association.

### PLANNED ACTIONS THIS YEAR INCLUDE:

- **Establishing a more robust sales and marketing program.** The goal is to leverage VRI's experience to get more shares into the hands of paying owners. Potential approaches include working with a sales & marketing firm specializing in timeshares, contracting with a vacation club, and joining Interval International's or RCI's points program.

- **Conducting a reserve study to provide a long-term plan for the resort.** This study will be performed by an independent expert who will estimate useful lives and replacement costs of all furniture, fixtures, equipment, and facilities. This will feed development of a funding plan and timetable that will allow the Board to calculate a reserve charge to be included in the annual maintenance fee. Doing this should eliminate the need for special assessments.

- **Evaluating the impact of a reconstructed pool on owner retention and recruitment.** Further assessment is needed to determine whether a pool makes sense. This includes looking at ongoing maintenance costs and the impact on the reserve plan. If it is determined that a pool does make sense, various financing options will be explored including a loan that could spread costs over 10 years or more. The eventual decision regarding the pool will be made by the owners after all alternatives and estimates are available.

### FUTURE ACTIONS COULD INCLUDE:

- **Collaborating with Island Manor.** Both resorts are managed by VRI, so there could be potential for further operational savings.
- **Installing solar panels.** Depending on the impact on electricity costs of the Block Island wind farm that is expected to come on line in the fall, this could provide a reduction in operating costs.

The Board is confident that these actions will revitalize the Neptune House, enhance the vacation experiences of all who stay at the resort, and make all of us proud to be owners.

Sincerely,

Phil Totino, President  
Board of Directors

**Inside this Issue:** Resort Manager's Update, Annual Meeting Minutes, Use Week Calendar, Introducing Vacation Resorts International (VRI), VRI Programs, Neptune House Website and Email, Payment Options and Use of VRI Portal, and Picture Page

# RESORT MANAGER'S UPDATE

Welcome from Block Island! It's been a mild winter, cool spring and we are planning for a super summer season at the Neptune House! In speaking with many of you over the last several years, I know you are as excited as I am about the recent renovation projects and are waiting for the next project.

As we started the New Year, major projects were put into motion and several have been accomplished. Some of these items may seem small, but all resort improvements contribute to our owner and guest enjoyment while relaxing at the Neptune House.

## COMPLETED PROJECTS AS OF APRIL 18, 2016 INCLUDE:

- Renovated & painted lobby
- New room number signs
- Walkway pavers laid at main entrance w/drainage
- Fenced in pool area
- Front doors painted for Units 16 through 24
- Drapes/window treatments re-installed in bedrooms
- Units deep cleaned
- Bathroom exhaust fans replaced (as needed)
- Appliances replaced (as needed)



## PROJECTS UNDERWAY INCLUDE:

- New resort sign w/landscaping and solar lights
- New signs for the Office/Registration Building
- Stairs repaired/replaced from Building 1 to Building 2
- New picnic tables and BBQ grills
- In-Room Guest Guide Books updated
- Furniture replaced (as needed)
- Queen mattresses replaced (as needed)

We have received positive compliments from those owners who have had the opportunity to see, firsthand, the improvements to the exterior of the resort. Now that the exterior looks nice, we have been receiving many questions as to when improvements will be made to the interior of the units. All we can say is...keep your eyes and ears open for future information regarding interior improvements!

While staying at the resort, please help by making management aware of any problems you may come across during your stay. We all need to work together to make Neptune House a premier vacation destination on Block Island, Rhode Island.

We look forward to accommodating you in the future.

Warmest regards,  
Samantha B. Disotell, Resort Manager

**Please Note:** Smoking is no longer allowed in the rooms. Please go to [www.vriresorts.com](http://www.vriresorts.com), under Owners Portal, to register and see the updated Rules and Regulations. (See page 7 "TO REGISTER").

Thank you to all of the owners who attended the recent Neptune House Owners Meeting. We had a large turnout and the plans to improve the financial health and physical condition of the resort were very well-received. Please go to [www.vriresorts.com](http://www.vriresorts.com), under Owners Portal, to register and see the complete PowerPoint presentation used at the meeting. (See page 7 "TO REGISTER").

## NEPTUNE HOUSE OWNERS ASSOCIATION MEETING MINUTES MARCH 19, 2016

### Meeting Highlights:

- 172 Total Attendees
- Amended By-Laws Approved by Wide Margin
- Resort Financial Status and Plans Detailed
- Meredith McAloon Feted

An Owners Meeting of the Neptune House Owners Association (the "Association") was held starting at 11:00 a.m. on March 19, 2016 at the Latitude 41° Restaurant and Tavern, 105 Greenmanville Avenue in Mystic, Connecticut. In attendance were over 100 unit owners (many of whom owned multiple weeks), including all members of the Association Board of Directors (Phil Totino, Mark Morrissette and Wayne Rioux) and Association Secretary Chris Lindgren. Also in attendance were Rich Muller and Mike McManus of Vacation Resorts International (VRI) and Resort Manager Samantha Disotell. The formal meeting was preceded by a continental breakfast.

### Opening Remarks

Association President Phil Totino opened the meeting by welcoming the owners and introducing the Board members, Association officers and the VRI representatives and resort manager. Phil reported that VRI had certified the timely mailing of meeting announcements and proxy ballots to owners eligible to vote, and that the 25% quorum required – in person or by proxy -- to hold an owner vote at the meeting had been attained.

Phil then reviewed key actions taken since the current Board's election in October 2015, including the hiring of VRI to manage the resort, the hiring of Sayer, Regan & Thayer as legal counsel, the web posting of Board meeting minutes and email addresses, and communications to owners of budget and financial reports. Phil also addressed the amendment of the Association By-Laws to increase the Board to five Directors, with staggered terms, and steps to implement cost saving aspects of Proposition 30, whereby the number of float weeks would be reduced to provide for a 30-week resort season. In addition Phil summarized planned buildings and grounds improvements for the current resort season, including signage, fencing, walkways and the refurbishing of the lobby.

### VRI Services

Rich Muller, VRI Senior Vice President of Resort Operations, described VRI's history and the variety of resorts currently managed by that organization, many of which previously faced issues similar to those now facing the Neptune House.

Rich reviewed the services VRI will provide to the resort, including the consolidation of owner account information, governing documents and resort policies on the VRIresorts.com website, and responded to questions from owners.

### Changes to By-Laws

Association Secretary Chris Lindgren reviewed the By-Law changes as approved by the Board and mailed to owners in February 2016, including the increase in the number of Board members to five, provision for staggered Board terms, and simplification of procedures for Board and owner meetings and communications. Chris then explained that the By-Law changes would not be effective until approved by the owners at this meeting and recorded in the Block Island land records as an amendment to the Time Share Declaration.

Chris then asked that owners submit their ballots regarding approval of the amended By-Laws, which would then be counted along with proxies submitted prior to the meeting, with the result of the voting to be announced later in the meeting. Board members and the VRI representatives assisted in collecting the ballots.

### Financial Update

Board Member and Association Treasurer Mark Morrissette provided a detailed financial update, comparing historical operating expenses with collections, reviewing the December 31, 2015 balance sheet, addressing the resort's 2015 cash crunch, and describing the 2016 budget. Mark also summarized fee collections through mid-March. Mark indicated that his presentation would continue, with a discussion of the Board's turnaround plan for the resort, after a break.

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# NEPTUNE HOUSE

## OWNERS ASSOCIATION MEETING MINUTES CONTINUED

### Results of By-Laws Voting

Following the break, Secretary Chris Lindgren reported that a count of ballots submitted at the meeting and proxies received earlier indicated that, without regard to Association-owned shares, the amended By-Laws had been approved by a vote of 355 in favor to 7 opposed, prior to eliminating proxies – if any -- received earlier from owners who subsequently elected to vote at the meeting. Chris indicated that the amended By-Laws were therefore approved, and would be recorded in the Block Island land records.

### Turnaround Plan

Treasurer Mark Morrisette then addressed financial considerations of the Board's turnaround plan, including fixed and variable operating costs and interior and exterior maintenance costs, based on a 30 week resort season and approximately 635 paying shares. Mark described maintenance and replacement costs that would be addressed by a reserve study to be completed this year, and how the resulting reserve plan could be incorporated into annual maintenance fees with the goal of funding planned maintenance and replacement costs and thereby avoiding the need for special assessments.

Mark then addressed turnaround actions taken and in process, with the overall objective of improving the financial health and physical condition of the resort and stabilizing annual fees. Actions taken include hiring VRI to achieve lower operating costs and improved efficiency, implementing a collection policy to lower bad debt and repossess unpaid weeks, and implementing a 30 week resort schedule – by providing for four float weeks – to achieve the economies of Proposition 30 while retaining the flexibility of float weeks, which allow owners to schedule around varying April vacations and allow the resort to adjust its season should that prove desirable later on.

Mark also addressed the reversion of the 2016 float week maintenance fee to the previous \$690/week rate in order to encourage float week owners to retain their weeks, and described the float week amnesty program approved by the Board, whereby float week owners in good standing could deed their weeks to the Association for the \$91 recording fee.

Mark also addressed turnaround actions in process, including a more robust sales and marketing program, the reserve study to provide a long-term plan for the resort, and the evaluation of the impact of a reconstructed pool on owner retention and recruitment and ongoing costs. With respect to the pool, Mark indicated that, while further assessment was needed to determine whether a pool made sense, the eventual decision regarding the pool would be made by the owners.

### Questions and Answers/Open Forum

Following Mark's presentation, Mark, Phil and the VRI representatives responded to questions and comments from owners. Owners asked questions regarding a variety of items, including the VRI rental program, the planned reserve study, the resort's assessment and collection policy, exchange programs, and the future of the pool (various owners indicated their strong support for continuing to provide a pool). Owner comments were supportive of the turnaround actions being taken.

### Presentation to Meredith

President Phil Totino then presented former General Manager Meredith McAloon with a framed collection of pictures depicting the history of the Neptune House, including a letter on behalf of the Neptune House owners, employees, Board of Directors and officers thanking Meredith for her dedication, determination and instrumental leadership to make the Neptune House a family vacation destination for generations to enjoy. Resort Manager Samantha Disotell also presented Meredith with a card containing messages of thanks and appreciation from the owners, and indicated that a commemorative brick for Meredith would be set in the walk being constructed in the Mary D park on Water Street. All those present gave Meredith a standing ovation.

Following the presentation, the meeting was adjourned, and owners enjoyed coffee and cake and the opportunity to thank Meredith individually for her service to the resort.

Respectively submitted

Chris Lindgren, Association Secretary



# Neptune House

Block Island, RI 

## USE WEEK CALENDAR



WEEK	2016 SATURDAY TO SATURDAY	2017 SATURDAY TO SATURDAY	2018 SATURDAY TO SATURDAY	2019 SATURDAY TO SATURDAY	2020 SATURDAY TO SATURDAY	2021 SATURDAY TO SATURDAY	WEEK
1	JAN. 2 – JAN. 9	JAN. 7 – JAN. 14	JAN. 6 – JAN. 13	JAN. 5 – JAN. 12	JAN. 3 – JAN. 10	JAN. 2 – JAN. 9	1
2	JAN. 9 – JAN. 16	JAN. 14 – JAN. 21	JAN. 13 – JAN. 20	JAN. 12 – JAN. 19	JAN. 10 – JAN. 17	JAN. 9 – JAN. 16	2
3	JAN. 16 – JAN. 23	JAN. 21 – JAN. 28	JAN. 20 – JAN. 27	JAN. 19 – JAN. 26	JAN. 17 – JAN. 24	JAN. 16 – JAN. 23	3
4	JAN. 23 – JAN. 30	JAN. 28 – FEB. 4	JAN. 27 – FEB. 3	JAN. 26 – FEB. 2	JAN. 24 – JAN. 31	JAN. 23 – JAN. 30	4
5	JAN. 30 – FEB. 6	FEB. 4 – FEB. 11	FEB. 3 – FEB. 10	FEB. 2 – FEB. 9	JAN. 31 – FEB. 7	JAN. 30 – FEB. 6	5
6	FEB. 6 – FEB. 13	FEB. 11 – FEB. 18	FEB. 10 – FEB. 17	FEB. 9 – FEB. 16	FEB. 7 – FEB. 14	FEB. 6 – FEB. 13	6
7	FEB. 13 – FEB. 20	FEB. 18 – FEB. 25	FEB. 17 – FEB. 24	FEB. 16 – FEB. 23	FEB. 14 – FEB. 21	FEB. 13 – FEB. 20	7
8	FEB. 20 – FEB. 27	FEB. 25 – MAR. 4	FEB. 24 – MAR. 3	FEB. 23 – MAR. 2	FEB. 21 – FEB. 28	FEB. 20 – FEB. 27	8
9	FEB. 27 – MAR. 5	MAR. 4 – MAR. 11	MAR. 3 – MAR. 10	MAR. 2 – MAR. 9	FEB. 28 – MAR. 7	FEB. 27 – MAR. 6	9
10	MAR. 5 – MAR. 12	MAR. 11 – MAR. 18	MAR. 10 – MAR. 17	MAR. 9 – MAR. 16	MAR. 7 – MAR. 14	MAR. 6 – MAR. 13	10
11	MAR. 12 – MAR. 19	MAR. 18 – MAR. 25	MAR. 17 – MAR. 24	MAR. 16 – MAR. 23	MAR. 14 – MAR. 21	MAR. 13 – MAR. 20	11
12	MAR. 19 – MAR. 26	MAR. 25 – APR. 1	MAR. 24 – MAR. 31	MAR. 23 – MAR. 30	MAR. 21 – MAR. 28	MAR. 20 – MAR. 27	12
13	MAR. 26 – APR. 2	APR. 1 – APR. 8	MAR. 31 – APR. 7	MAR. 30 – APR. 6	MAR. 28 – APR. 4	MAR. 27 – APR. 3	13
14	APR. 2 – APR. 9	APR. 8 – APR. 15	APR. 7 – APR. 14	APR. 6 – APR. 13	APR. 4 – APR. 11	APR. 3 – APR. 10	14
15	APR. 9 – APR. 16	APR. 15 – APR. 22	APR. 14 – APR. 21	APR. 13 – APR. 20	APR. 11 – APR. 18	APR. 10 – APR. 17	15
16	APR. 16 – APR. 23	APR. 22 – APR. 29	APR. 21 – APR. 28	APR. 20 – APR. 27	APR. 18 – APR. 25	APR. 17 – APR. 24	16
17	APR. 23 – APR. 30	APR. 29 – MAY 6	APR. 28 – MAY 5	APR. 27 – MAY 4	APR. 25 – MAY 2	APR. 24 – MAY 1	17
18	APR. 30 – MAY 7	MAY 6 – MAY 13	MAY 5 – MAY 12	MAY 4 – MAY 11	MAY 2 – MAY 9	MAY 1 – MAY 8	18
19	MAY 7 – MAY 14	MAY 13 – MAY 20	MAY 12 – MAY 19	MAY 11 – MAY 18	MAY 9 – MAY 16	MAY 8 – MAY 15	19
20	MAY 14 – MAY 21	MAY 20 – MAY 27	MAY 19 – MAY 26	MAY 18 – MAY 25	MAY 16 – MAY 23	MAY 15 – MAY 22	20
21	MAY 21 – MAY 28	MAY 27 – JUNE 3	MAY 26 – JUNE 2	MAY 25 – JUNE 1	MAY 23 – MAY 30	MAY 22 – MAY 29	21
22	MAY 28 – JUNE 4	JUNE 3 – JUNE 10	JUNE 2 – JUNE 9	JUNE 1 – JUNE 8	MAY 30 – JUNE 6	MAY 29 – JUNE 5	22
23	JUNE 4 – JUNE 11	JUNE 10 – JUNE 17	JUNE 9 – JUNE 16	JUNE 8 – JUNE 15	JUNE 6 – JUNE 13	JUNE 5 – JUNE 12	23
24	JUNE 11 – JUNE 18	JUNE 17 – JUNE 24	JUNE 16 – JUNE 23	JUNE 15 – JUNE 22	JUNE 13 – JUNE 20	JUNE 12 – JUNE 19	24
25	JUNE 18 – JUNE 25	JUNE 24 – JULY 1	JUNE 23 – JUNE 30	JUNE 22 – JUNE 29	JUNE 20 – JUNE 27	JUNE 19 – JUNE 26	25
26	JUNE 25 – JULY 2	JULY 1 – JULY 8	JUNE 30 – JULY 7	JUNE 29 – JULY 6	JUNE 27 – JULY 4	JUNE 26 – JULY 3	26
27	JULY 2 – JULY 9	JULY 8 – JULY 15	JULY 7 – JULY 14	JULY 6 – JULY 13	JULY 4 – JULY 11	JULY 3 – JULY 10	27
28	JULY 9 – JULY 16	JULY 15 – JULY 22	JULY 14 – JULY 21	JULY 13 – JULY 20	JULY 11 – JULY 18	JULY 10 – JULY 17	28
29	JULY 16 – JULY 23	JULY 22 – JULY 29	JULY 21 – JULY 28	JULY 20 – JULY 27	JULY 18 – JULY 25	JULY 17 – JULY 24	29
30	JULY 23 – JULY 30	JULY 29 – AUG. 5	JULY 28 – AUG. 4	JULY 27 – AUG. 3	JULY 25 – AUG. 1	JULY 24 – JULY 31	30
31	JULY 30 – AUG. 6	AUG. 5 – AUG. 12	AUG. 4 – AUG. 11	AUG. 3 – AUG. 10	AUG. 1 – AUG. 8	JULY 31 – AUG. 7	31
32	AUG. 6 – AUG. 13	AUG. 12 – AUG. 19	AUG. 11 – AUG. 18	AUG. 10 – AUG. 17	AUG. 8 – AUG. 15	AUG. 7 – AUG. 14	32
33	AUG. 13 – AUG. 20	AUG. 19 – AUG. 26	AUG. 18 – AUG. 25	AUG. 17 – AUG. 24	AUG. 15 – AUG. 22	AUG. 14 – AUG. 21	33
34	AUG. 20 – AUG. 27	AUG. 26 – SEP. 2	AUG. 25 – SEP. 1	AUG. 24 – AUG. 31	AUG. 22 – AUG. 29	AUG. 21 – AUG. 28	34
35	AUG. 27 – SEP. 3	SEP. 2 – SEP. 9	SEP. 1 – SEP. 8	AUG. 31 – SEP. 7	AUG. 29 – SEP. 5	AUG. 28 – SEP. 4	35
36	SEP. 3 – SEP. 10	SEP. 9 – SEP. 16	SEP. 8 – SEP. 15	SEP. 7 – SEP. 14	SEP. 5 – SEP. 12	SEP. 4 – SEP. 11	36
37	SEP. 10 – SEP. 17	SEP. 16 – SEP. 23	SEP. 15 – SEP. 22	SEP. 14 – SEP. 21	SEP. 12 – SEP. 19	SEP. 11 – SEP. 18	37
38	SEP. 17 – SEP. 24	SEP. 23 – SEP. 30	SEP. 22 – SEP. 29	SEP. 21 – SEP. 28	SEP. 19 – SEP. 26	SEP. 18 – SEP. 25	38
39	SEP. 24 – OCT. 1	SEP. 30 – OCT. 7	SEP. 29 – OCT. 6	SEP. 28 – OCT. 5	SEP. 26 – OCT. 3	SEP. 25 – OCT. 2	39
40	OCT. 1 – OCT. 8	OCT. 7 – OCT. 14	OCT. 6 – OCT. 13	OCT. 5 – OCT. 12	OCT. 3 – OCT. 10	OCT. 2 – OCT. 9	40
41	OCT. 8 – OCT. 15	OCT. 14 – OCT. 21	OCT. 13 – OCT. 20	OCT. 12 – OCT. 19	OCT. 10 – OCT. 17	OCT. 9 – OCT. 16	41
42	OCT. 15 – OCT. 22	OCT. 21 – OCT. 28	OCT. 20 – OCT. 27	OCT. 19 – OCT. 26	OCT. 17 – OCT. 24	OCT. 16 – OCT. 23	42
43	OCT. 22 – OCT. 29	OCT. 28 – NOV. 4	OCT. 27 – NOV. 3	OCT. 26 – NOV. 2	OCT. 24 – OCT. 31	OCT. 23 – OCT. 30	43
44	OCT. 29 – NOV. 5	NOV. 4 – NOV. 11	NOV. 3 – NOV. 10	NOV. 2 – NOV. 9	OCT. 31 – NOV. 7	OCT. 30 – NOV. 6	44
45	NOV. 5 – NOV. 12	NOV. 11 – NOV. 18	NOV. 10 – NOV. 17	NOV. 9 – NOV. 16	NOV. 7 – NOV. 14	NOV. 6 – NOV. 13	45
46	NOV. 12 – NOV. 19	NOV. 18 – NOV. 25	NOV. 17 – NOV. 24	NOV. 16 – NOV. 23	NOV. 14 – NOV. 21	NOV. 13 – NOV. 20	46
47	NOV. 19 – NOV. 26	NOV. 25 – DEC. 2	NOV. 24 – DEC. 1	NOV. 23 – NOV. 30	NOV. 21 – NOV. 28	NOV. 20 – NOV. 27	47
48	NOV. 26 – DEC. 3	DEC. 2 – DEC. 9	DEC. 1 – DEC. 8	NOV. 30 – DEC. 7	NOV. 28 – DEC. 5	NOV. 27 – DEC. 4	48
49	DEC. 3 – DEC. 10	DEC. 9 – DEC. 16	DEC. 8 – DEC. 15	DEC. 7 – DEC. 14	DEC. 5 – DEC. 12	DEC. 4 – DEC. 11	49
50	DEC. 10 – DEC. 17	DEC. 16 – DEC. 23	DEC. 15 – DEC. 22	DEC. 14 – DEC. 21	DEC. 12 – DEC. 19	DEC. 11 – DEC. 18	50
51	DEC. 17 – DEC. 24	DEC. 23 – DEC. 30	DEC. 22 – DEC. 29	DEC. 21 – DEC. 28	DEC. 19 – DEC. 26	DEC. 18 – DEC. 25	51
52	DEC. 24 – DEC. 31	DEC. 30 – JAN. 6	DEC. 29 – JAN. 5	DEC. 28 – JAN. 4	DEC. 26 – JAN. 2	DEC. 25 – JAN. 1	52
53	DEC. 31 – JAN. 7						53

Managed by Vacation Resorts International  
Perfecting the Art of Hospitality

# INTRODUCING VACATION RESORTS INTERNATIONAL (VRI)

The Board of Directors of the Neptune House Owners Association is excited to take this opportunity to welcome our new management company, Vacation Resorts International (VRI). As we have previously reported, Samantha Disotell, who greeted you at the office for the past several years, is our new on-island Resort Manager and remains as a full-time employee of the Owners Association.

What does this change mean to you? More owner benefits and travel opportunities. VRI has been providing professional management services to resorts, hotels and condominiums for over 30 years. With their constant growth they are continually adding owner programs to enhance your family's travel and vacationing needs. Please see additional information from VRI in this newsletter. You will receive ongoing communication from VRI and your resort, but basically you really have only one thing to do...start planning your vacation!

## ABOUT VACATION RESORTS INTERNATIONAL YOUR NEW MANAGEMENT COMPANY



VRI is pleased to welcome owners of the Neptune House to our family of managed resorts. VRI is considered one of the largest and most successful timeshare management companies in the industry. Corporate and national reservation offices are located in Lake Forest, California; however, VRI has maintained a regional office in Hyannis, Massachusetts since 1989.

In the Northeast Region, VRI is responsible for resorts in Vermont, New Hampshire, Maine, Massachusetts, including beautiful Nantucket Island, New York, Rhode Island, New Jersey and Pennsylvania. A full list of VRI resorts can be viewed by visiting [www.8664myvacation.com](http://www.8664myvacation.com).

In addition to overseeing day-to-day operations at the Neptune House, VRI will provide comprehensive financial accounting, owner reservation and exchange coordination, assessment billing and collections and rental services. VRI supplier partners allow us to capitalize on national volume buying power for high quality products and services at all of our resorts. VRI's alliance partnership with RCI and Interval International provides for discounted memberships, and travel opportunities, many available only to owners at VRI managed properties. Also VRI's owner enhancement programs featuring VRI\*ety, offer deeply discounted rental rates, travel, exchange and even cruise opportunities. All of these programs are now available to you as a Neptune House owner to provide you even more exciting ways to vacation and travel.

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## VRI PROGRAMS

**Bonus Time:** Want to add days to your vacation at Neptune House? Bonus Time allows you to add extra time at your home resort outside of your regular use week. Nightly rates are greatly reduced. These rates are established based on the minimum requirements to cover cleaning and maintenance costs. Reserve Bonus Time a maximum of 45 days in advance, down to the day of check-in, by calling VRI Central Reservations directly at 1-866-469-8222.

**VacationTyme®:** With Vacation Tyme®, not only can you visit other VRI resorts, you can enjoy real discounts too – regardless of unit type or season! Just contact VRI Central Reservations at 1-866-469-8222 within the 15 day Vacation Tyme® window to request your reservation. Vacation Tyme® can help you have the perfect getaway for a fraction of the cost!

**VIP Discounts:** Savings off posted seasonal rental rates with VIP owner discounted rates...exclusively for owners at most VRI managed resorts. Plan a mini-vacation, a family outing or an extended business trip – the choice is yours! Best of all, as an owner at a VRI managed resort, you have unlimited use of these discounts – just call VRI toll free at 1-866-4MY-VACATION (1-866-469-8222) for reservations.

**VRI e-Guest:** Want to save on nightly rates at our resorts? The VRI e-Guest program allows you to receive a variety of discounted specials and promotions for our resorts. Sign up to receive rental Promotions via e-mail on VRI's rental site or click on "e-Guest Specials" on VRI's rental site at [www.8664myvacation.com](http://www.8664myvacation.com) to see all of our current specials!

**Owner Rental Program:** If you can't use your vacation week, VRI can help you generate rental income. VRI's successful Owner Rental Program uses both national and regional advertising to promote use of rental weeks—and we've got a great track record! If you can't go, use the VRI Owner Rental Program—we'll help put your week to use. Call 1-866-469-8222 for more details.

The VRI Vacation Programs offer owners at VRI managed resorts more options and convenience than ever before.

**PLEASE NOTE:** All maintenance fees must be paid prior to participating in the VRI Programs and exchange services.

*We look forward to being of service  
to you and your family!*

## NEPTUNE HOUSE WEBSITE AND EMAIL

**PLEASE MAKE NOTE:** The only website that is being run by the management team and the Board of Directors for the Neptune House is [www.neptunehouse.com](http://www.neptunehouse.com).

In addition, VRI's website at [www.vriresorts.com](http://www.vriresorts.com) has a section dedicated to Neptune House owners which requires registration (see "TO REGISTER" below) to gain access to information about the Neptune House.

New email addresses have also been established to contact resort officials. The members of the Board of Directors can be reached at [board@neptunehouse.com](mailto:board@neptunehouse.com). The Resort Manager can be reached at [resortmanager@neptunehouse.com](mailto:resortmanager@neptunehouse.com). Please see the back page for a complete listing of contact information for the resort.

## PAYMENT OPTIONS AND USE OF VRI OWNERS PORTAL

**VRI OWNERS PORTAL IS A GREAT TOOL FOR NEPTUNE HOUSE OWNERS AND IS A DIRECT LINE OF COMMUNICATION, NEWSLETTERS, MEETING MINUTES, AND OTHER IMPORTANT NEWS**

**PAY ON LINE:** VRI website [www.vriresorts.com](http://www.vriresorts.com). If you are already registered, simply click "Owners Portal", then click on "Login".

***If you are new to the website, you'll need to Register as a first time user.*** You must have your email address on file with VRI first. Email addresses previously provided to the Neptune House have been transferred to VRI. ***To have your email address added,*** simply call 1(866)469-8222 (Monday - Friday 9:30 a.m. - 8:30 p.m. Eastern or Saturday 11:30 a.m. - 6:30 p.m. Eastern) or email [nememberservices@vriresorts.com](mailto:nememberservices@vriresorts.com).

**TO REGISTER:** Go to "Owners Portal", click on "Login", then "Click Here to Create Your Account". Enter your Email Address and select from the Property Code drop down, enter your Account Number which is of the form UUU-WW where UUU is the unit number padded with leading zeroes and WW is the week number, then complete the New User Security Setup and you are in. You may make a payment here. This also shows all information concerning your account including last payment, balance and upcoming reservations. Your email address must be attached to all unit/weeks so if any of your unit/weeks do not appear, or if you do not know your unit/weeks (e.g., the unit/weeks associated with your float weeks), please call 1(866)469-8222 or email [nememberservices@vriresorts.com](mailto:nememberservices@vriresorts.com).

**PAY WITH CREDIT OR DEBIT CARD BY PHONE:** Monday - Friday 8:00 a.m. - 4:30 p.m. Eastern 1(800)999-7140 or 11:30 a.m. - 7:30 p.m. Eastern 1(949)855-8004.

**MAIL IN PAYMENT:** As always, you have the option of mailing your check. Please be certain to include your Payment Voucher portion of your invoice and write your account number on your check.

**INSTALLMENT PAYMENTS:** ***If you are unable to have the full fees invoice paid by due date:*** You must give us a call prior to due date to advise when the full bill will be paid or to set up a satisfactory payment arrangement. NOTE: Installment fees may apply and you will be restricted from any type of use (banking, renting, home resort) until your fees are paid in full. **Call before due date, VRI Member Services 1(800)999-7140 Monday - Friday 8:00 a.m. - 4:30 p.m. Eastern.** As long as your scheduled arrangement is adhered to, you will not accrue any late fees and/or interest.

**TAKE NOTE FOR FUTURE YEAR FEES:** You may make advance payments toward your upcoming year's fees at any time prior to billing or due date. Many owners do this so when the fees are billed in the fall of each year, they have prepaid credits so only a small amount remains to be paid by due date – ***please consider this option for your next year's fees.***

# Neptune House

*Block Island, RI*



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

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## Contact Information

### Neptune House

Resort Number (401) 466-2100  
Fax (401) 466-5445  
Website: [www.neptunehouse.com](http://www.neptunehouse.com)

### Resort Manager

Samantha Disotell (401) 466-2987  
[resortmanager@neptunehouse.com](mailto:resortmanager@neptunehouse.com)

### Owner Resales

Joanne Regnault (401) 261-2032  
1:00 p.m. - 9:00 p.m. Eastern 7 days/week  
[jr4seasons@yahoo.com](mailto:jr4seasons@yahoo.com)

### VRI Owner Services

Assessment Billing & Collection (508) 771-3399  
(800) 999-7140

Monday - Friday 9:00 a.m. - 5:00 p.m. Eastern

### VRI Reservations

General (800) 228-2968  
Rentals, Vacation Tyme® (866) 469-8222  
and Bonus Time  
Website: [www.vriresorts.com](http://www.vriresorts.com)

### Exchange Information

Interval International (800) 828-8200  
VRI\*ety (888) 203-1044

### Still Need Assistance?

VRI Corporate Services (508) 771-3399  
(800) 999-7140  
VRI Fax (508) 775-6396

### Board of Directors

Email: [board@neptunehouse.com](mailto:board@neptunehouse.com)

Phil Totino, President  
Wayne Rioux, Vice President  
Mark Morrisette, Treasurer

### Other Officers

Chris Lindgren, Secretary  
Cheryl Moore, VP of Facilities Planning

### Director of Resorts

Michael McManus  
[michael.mcmanus@vriresorts.com](mailto:michael.mcmanus@vriresorts.com)

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Board Members from left to right  
Mark Morrisette, Phil Totino and Wayne Rioux



Owner attendance at the Annual Meeting  
held on March 19, 2016



Mark Morrisette explaining  
the Turnaround Plan

# Neptune House

*Block Island, RI*



Wayne Rioux speaking with a  
Neptune House Owner



Resort Manager Samantha Disotell  
and Meredith McAloon



Phil Totino reading the citation on the framed  
collection of pictures presented to Meredith



Meredith McAloon