

Neptune House

Block Island, RI



September 2019

UPDATE FROM THE BOARD OF DIRECTORS

Introduction

We are pleased to provide this update on the overall progress towards making our resort more enjoyable for owners while positioning it for sustained viability well into the future.

In this article, we'll discuss the physical and financial condition of the resort, plans for the future, and the impact on your pocketbook.

Recreational Amenities Project on Track

The work on Phase II of the Recreational Amenities Project was completed on schedule and on budget. The patio between the pool and the tennis courts was completed at the end of April. A new gate into the pool was installed. Two (2) self-contained propane fire pits were set up on the patio along with ten (10) Adirondack chairs and two (2) sets of outdoor couches. Feedback from owners who have used the pool and patio areas has been overwhelmingly positive.

Work on Phase III is slated to begin in the Fall of 2020 and be completed in the Spring of 2021. Phase III includes demolishing one tennis court, resurfacing the remaining court, replacing the rusty, dilapidated fence around the remaining tennis court, and providing an irrigated, level grass surface where the first tennis court currently is, thereby creating an area that could be used for activities that do not require special infrastructure.

New Sales and Marketing Strategy

Sales of the 100+ shares owned by the Owners Association in the 30-week resort season have continued to fall short of what we had hoped to achieve. Over the past three years (2017-2019) we have sold only seven (7) new shares. This number has been exceeded by deed-backs and defaults. This means that the costs of running the resort must be borne by fewer owners.

In order to increase revenue generated from hard-to-sell Spring and Fall shares, we have decided to undertake a

more aggressive effort to rent units during those time periods. We plan to establish a presence on online sites such as Airbnb and Vrbo, and we will direct our marketing and advertising at people who are potential visitors to Block Island during the off-season.

A survey sent in April to owners of off-season weeks helped us understand the attraction of weeks during the float, Spring, and Fall seasons. It also gave good ideas on where to focus our efforts going forward. Details are reported in an article titled **Results of Off-Season Owner Survey**.

Additionally, we have established a licensing program directed at people who want to buy points in the Interval International Club Interval Gold points program, primarily for use in visiting other resorts. Details of the program are described in the **Licensing Program** article.

We have also developed a new tagline to help us attract the interest of people who would enjoy Block Island and the Neptune House in the off-season. See the **New Tagline** article for specifics.

Our advertising strategy will include enhancing our online visibility and focusing on special-interest groups that Block Island would appeal to. This includes getting people already interested in Block Island to visit the Neptune House to see first-hand what we have to offer. Specific actions include completely re-structuring our website, taking out an ad on the website of the Block Island Chamber of Commerce, and updating our Facebook and Instagram pages daily.

Financial Outlook Positive

Owners have told us that implementing Recreational Amenities Phase III is important to enhancing their enjoyment of the resort. We also see it as critical to attracting new people, as the tasks involved will significantly improve the resort's curb appeal.

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Inside this Issue: Maintenance Fees to Go Down ■ Property Improvements Completed in Recent Years
Construction Work ■ Property Improvement Plan for the Next Five Years ■ Testimonials - Help Needed
Results of Off-Season Owner Survey ■ New Tagline ■ Licensing Program
Feedback from Owners at the 2019 Annual Meeting ■ Deedback Program ■ Communications ■ Social Media Presence

MAINTENANCE FEES TO GO DOWN

After keeping maintenance fees at the same level for three (3) years, the Board is happy to say that maintenance fees will go down a bit in 2020. While Block Island is inherently expensive and we continue to face challenges attracting and retaining owners, the discontinuance of the Amenities Construction Fee that has been in place for the past three (3) years will make it possible to pare back maintenance fees in 2020. Specifics will be provided in the letter accompanying the bills to be sent out in October.

Update from Board of Directors Continued

The cost of completing this work is about \$100,000. Funding for Phase III was intended to come from maintenance fee revenue associated with new sales during the years 2017-2019. However, the funds collected through that mechanism fall far short of the amount needed.

In order to get the project done as soon as possible, the Board has decided to borrow \$60,000. This amount will be repaid over a period of five years at an annual interest rate of 2.5%. The lenders are a director and an officer of the Owners Association.

The 2.5% interest rate is significantly below the rate that the Association could obtain from a lending institution, and it provides no advantage to the lenders, as it approximates the interest rate that they could receive on FDIC-insured bank deposits. Completing this work and the capital replacement projects scheduled over the next five years will require an increase in annual reserve collections from the current \$90K to \$110K. This is in line with projections made when the Reserve Study was done in 2016 and a 25-year plan was established. It will necessitate an increase in the reserve fee component of the overall maintenance fee.

In spite of the increased reserve fee coupled with fewer paying owners and inflation in operating expenses, we expect to be able to lower the maintenance fee somewhat next year. The details behind the 2020 maintenance fee will be explained in the letter that accompanies the bills sent out in early October.

As our owner population ages, we will continue to monitor net ownership levels. But we are hopeful that our focus on rentals as well as our new licensing program, coupled with our various advertising initiatives, will get results in attracting new people to the resort.

We cannot commit to the levels of maintenance fees after 2020, but if we continue to experience a net loss

of ownership without getting significant revenue from other sources, it would be prudent to expect annual increases at least as high as the rate of inflation. Good results from our rental initiative and licensing program would make these increases much smaller than they would otherwise be.

As a Board, we are committed to continue improving our facilities to increase owner satisfaction, at the same time as we work diligently to secure the long-term viability of the resort. We sincerely appreciate the cooperation and support of our loyal owner base.

Summary of Key Information

- Work on Phase II of the Recreational Amenities Project was completed on schedule and on budget.
- Work on Phase III of the Recreational Amenities Plan is expected to begin in 2020.
- An increased emphasis is being placed on generating rental income as the primary way to supplement maintenance fee income.
- A licensing program directed at people who want to buy points in the Interval International Club Interval Gold points program has been established.
- Marketing efforts to attract new people in the off-season will be directed to special-interest groups.
- Maintenance fees in 2020 will be somewhat lower than they have been over the last three years.
- Maintenance fees in years after 2020 could increase each year at a rate greater than inflation if we continue to see a net loss of ownership without getting a significant amount of revenue from other sources.
- With the ongoing support of our dedicated owners, the Neptune House will remain a special vacation destination long into the future.

PROPERTY IMPROVEMENTS COMPLETED IN RECENT YEARS

A tremendous amount of work to improve the Neptune House property has been done over the past few years. The improvements are listed in two major sections below. The first section deals with improvements to the grounds and common areas. The second section lists improvements made to the living units. The items shown are in addition to work that was required to make fixes and repairs when unexpected problems arose such as burst pipes or a collapsed retaining wall.

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Grounds and Common Area Improvements 2016-2019

For ease of presentation, the work is grouped into a few general categories.

Recreation

- New outdoor, heated pool with outdoor rinse-off shower constructed
- New umbrellas and pool furniture purchased
- New patio constructed adjacent to the pool
- Two fire pits purchased along with outdoor couches and Adirondack chairs

Grounds

- Driveway and parking area repaved in front of Building A
- Picnic tables and barbecue grills replaced
- Concrete pad behind Building B resurfaced
- New paver walkway laid from concrete pad behind Building B to patio
- New stone steps constructed from patio up toward Building A and down to tennis court
- Wooden stairs from Building A to Building B replaced
- New paver walkways laid from Building B parking area to office and to steps near pool
- New flower gardens created around the property
- New sign installed at front of resort property
- New sign for office added
- New signs designating Buildings A and B installed
- New room number signs installed

Buildings

- Upper and lower lobby areas in Building B remodeled, with new carpet and furniture
- Washer/dryer in Building A laundry room replaced
- Decks and railings in Building A repainted
- Decks and railings in Building B stained (in process)

Additionally, the following projects are planned for this Fall:

- Major work to solve drainage issues around Buildings A and B
- Improvements to the parking area in front of Building B
- Repairs to the employee housing building

Living Unit Improvements 2016-2019

Much work has been done to modernize and spruce up the individual living units. Our goal has been to bring all living units up to a common standard of function and comfort. Accordingly, some of the units have had more work done to them than others have.

The list below includes work done to many – and in some cases all – living units.

General

- New entry doors installed
- Front doors in Building B painted
- Decks repaired/replaced/painted/stained
- Ceilings repaired/replaced
- Ceiling fans installed in vaulted stairwells in Building A
- Walls painted throughout the units (all units)
- Rugs deep-cleaned (all units)
- Doorknobs and hinges replaced
- Track lighting installed in dining areas
- Furniture replaced

Bedrooms

- New drapes/window treatments installed
- Sliding glass doors replaced
- Queen mattresses replaced



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Bathrooms

- Hair dryers installed (all units)
- New subflooring and tile installed
- New toilets installed
- Vanities replaced
- Twin bathrooms fully remodeled with 5-foot tub/shower, vanity, tile floor, etc.
- Exhaust fans replaced
- Towel racks and shower bars replaced

Kitchens

- Kitchen windows replaced
- Kitchen cabinets updated
- Kitchen countertops replaced
- Microwave ovens installed under cabinets
- Appliances replaced

CONSTRUCTION WORK



We apologize for the inconvenience that some of our owners and guests have experienced due to our construction projects. We schedule as much work as possible during the months when the resort is closed. However, the weather during that period (mid-November to mid-April) provides great challenges when performing outdoor work.

Another constraint is the availability of contractors to do the work. Bid prices for jobs on Block Island are high enough without incurring further premiums to have contractors meet our ideal timeframe as opposed to slotting the work in ways best suited to their businesses.

We expect to have major construction projects completed by the Spring of 2021. In the meantime, we appreciate your forbearance as we work to enhance the property for the long-term enjoyment of our owners and guests.



PROPERTY IMPROVEMENT PLAN FOR THE NEXT FIVE YEARS

In accordance with the Reserve Study done in 2016 and in order to continue to improve the vacation experiences of our owners and guests, the Board has established a Property Improvement Plan for the next five (5) years. The plan includes implementing Recreational Amenities Phase III, continuing investments in upgrading the living units, and carrying out the capital replacement projects identified in the Reserve Study for this time period.

The timing of the Reserve Study projects was established by the specialty firm that conducted the Reserve Study. The dollar amounts take anticipated inflation into account.

Property Improvement Spending						
Project	2020	2021	2022	2023	2024	Total
Recreational Amenities Phase III	\$50,000	\$50,000				\$100,000
Living Unit Upgrades	\$30,000	\$30,750	\$31,519	\$32,307	\$33,114	\$157,690
Bldg. A Common Area Upgrade	\$4,500					\$4,500
Fire Control Panel Bldg. A	\$18,000					\$18,000
Fire Control Panel Bldg. B	\$18,000					\$18,000
Boiler Bldg. A			\$50,000			\$50,000
Boiler Bldg. B			\$50,000			\$50,000
Oil Tank Bldg. A			\$12,000			\$12,000
Oil Tank Bldg. B			\$12,000			\$12,000
Roof Bldg. A - Rubber and Tab					\$20,000	\$20,000
Roof Bldg. B					\$60,000	\$60,000
Other/Contingency	\$23,100	\$15,150	\$36,104	\$11,461	\$27,623	\$113,438
Total	\$143,600	\$95,900	\$191,623	\$43,768	\$140,737	\$615,628

Work on Recreational Amenities Phase III includes demolishing one tennis court, resurfacing the remaining court, replacing the fence around the remaining court, and providing an irrigated, level grass surface where the first tennis court currently is, thereby creating an area that could potentially be used for playing kick ball, Wiffle ball, cornhole, lawn bowling, croquet, badminton, or other sports that do not require special infrastructure.

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The intent is to begin work in the Fall of 2020 and have everything completed in the Spring of 2021.

Upgrades to living units will be made at a faster pace than has been the case for the past few years, as 25% more funding will be devoted to this. Included will be work that will affect many units:

- Implementing slip & fall mitigation measures such as installing grab bars and installing special mats in tubs or applying a non-slip coating to tub surfaces
- Replacing artwork on the walls of the living units to have a local flavor
- Replacing the remaining old sliding glass doors in Building B
- Replacing appliances, furniture, and mattresses as needed

We will also begin a long-term effort to perform major renovations on all living units, at a pace of up to three (3) units per year, starting with the units most in need of upgrades.

Regarding major capital projects identified by the Reserve Study, replacements of the boilers and roofs of both buildings are scheduled to take place during this 5-year time period. These are particularly costly items.

Note also that there is a contingency amount included each year. The contingency amount for a particular year is calculated by a formula based on the total amount of project spending for that year. The purpose is to have funds available for potential cost increases as well as for unplanned needs that might arise.

TESTIMONIALS – HELP NEEDED

You can help us in our marketing efforts by giving Neptune House favorable ratings on Google and TripAdvisor and by making positive comments on our Facebook and Instagram pages.

You can write a review on Google by searching for Neptune House and then clicking on [Google reviews](#) on the right-hand side of the page. You must have a Google account (i.e., a Gmail account – free and quick to set up) to post a review.

You can find us on TripAdvisor by searching for [Neptune House within TripAdvisor](#). To post a review, you must either have an account on TripAdvisor (free, and easy to create), link to your Facebook account, or link to your Google account.



Instructions for how to find us on Facebook and Instagram can be found in the **Social Media Presence** article in this newsletter.

Please do your part to help us attract more people to the Neptune House so we will be able to control maintenance fees and keep our resort a wonderful vacation spot well into the future.

RESULTS OF OFF-SEASON OWNER SURVEY

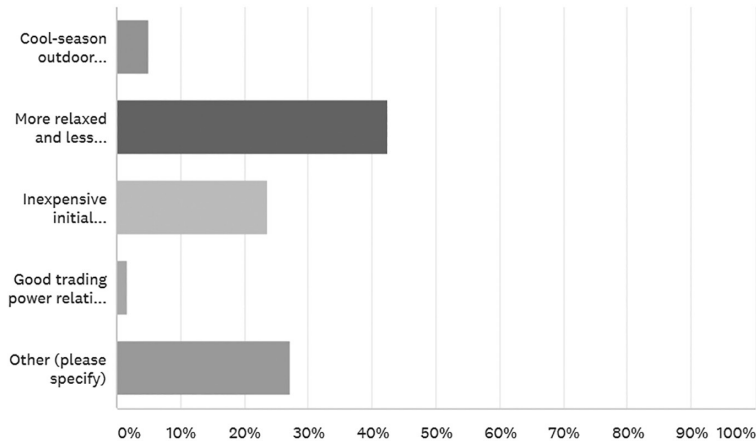
A survey of owners of off-season weeks (Spring weeks, Fall weeks, and float weeks) was conducted in April/May. The survey consisted of ten (10) questions designed to provide an understanding of what attracted people to buy off-season weeks and to help the Board of Directors devise an effective strategy to market those weeks to others. Fifty-nine (59) responses were received. Many thanks to those who provided feedback. While there were no great surprises, the survey helped to validate the direction that the Board has been moving in, and it provided some specific ideas to pursue. This article summarizes the take-aways from all of the questions.

At least two (2) people responded for each off-season week. Almost half of the respondents have been owners at the Neptune House for at least six (6) years, including more than one-third who have owned for more than twenty (20) years.

The chart below on the left indicates that most people purchased an off-season week because of the more relaxed, less crowded environment or the low initial purchase price. The chart on the right shows that the vast majority spend their time walking, shelling/beach combing, and enjoying the restaurants that are open.

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Q: What was your primary reason for purchasing an off-season week?



One-third of the respondents indicated that their primary reason for continuing to own off-season weeks had changed since their initial purchase. Many stated that changes in personal or family circumstances were the principal drivers of the changes.

Only two (2) owners indicated that a timeshare-oriented publication or a special-interest organization led them to purchase an off-season week.

The main themes that emerged from open-ended questions about the pluses and minuses of Block Island and the Neptune House during the off-season are listed below:

Positives

- Block Island is a great place to visit, unwind, relax, and discover peace.
- Nature and beaches can be enjoyed more without crowds.
- Walking, hiking, and biking are enjoyable in the cooler weather.
- There is good value for the money at the stores and shops.
- Availability of restaurant tables and reservations is greater, for restaurants that are open.
- Road races take place in May and November.
- It's easier to get convenient ferry reservations.
- There is ample opportunity to bird-watch.
- Fishing is good.
- If you don't want to go to Block Island every year, you can get good value exchanging your week for another resort through Interval International.

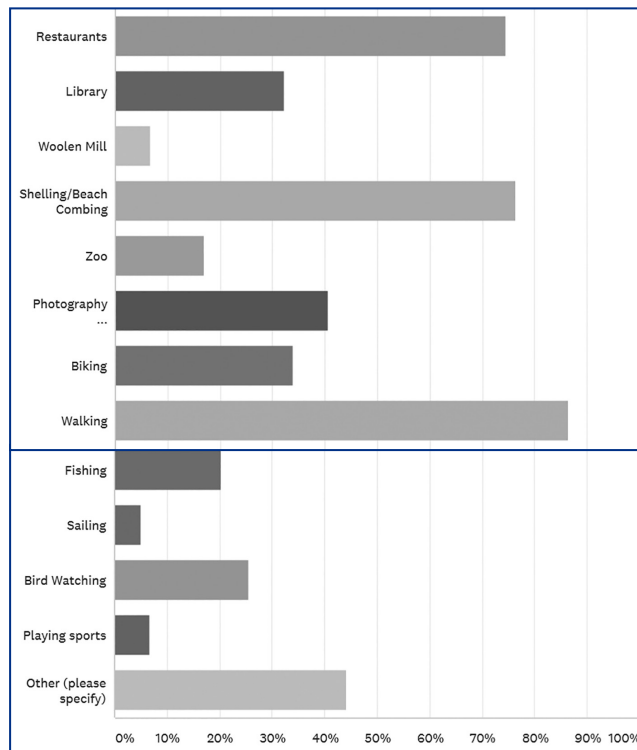
Negatives

- Fewer restaurants and shops are open.
- The weather is unpredictable and more likely to present adverse conditions.
- Many people feel that the maintenance fees are too high for the value received in the off-season.

Marketing suggestions focused on emphasizing Block Island's rich diversity of outdoor activities in the off-season as well as the large, comfortable accommodations that Neptune House provides.

A major take-away from the survey is that some people thrive in the off-season environment and others don't. The key to expanding our revenue base through increased sales and rentals will be finding people who want the kind of environment that Block Island presents in the off-season, not just for vacations but also for things such as retreats, creative activities, and other experiences (birding, conservation, fishing, etc.).

Q: How do you spend your time while on block Island?



New Tagline

An Island Resort

Outdoor Adventure • Peaceful Charm

In an effort to compete more effectively in the market for leisure travel accommodations, there is an industry-wide movement away from using the word “timeshare.” In keeping with this, as part of our marketing strategy, we will replace *A timeshare resort* with the words *An Island Resort / Outdoor Adventure • Peaceful Charm*. The tagline will appear on two lines as shown above. The primary intent is to spur the interest of people who would enjoy Block Island and the Neptune House in the off-season, as prime-season occupancy is virtually 100%.

Our name and logo won't change. We will proudly remain the Neptune House and continue to display the same logo. However, we will add this tagline to our main sign, website, social media accounts, and advertising as a way to attract more people to our resort – whether they want to buy, to rent, or to purchase points for exchange through our licensing program.

LICENSING PROGRAM

The Board of Directors has established a licensing program directed at people who want to buy points to exchange through the Interval International Club Interval Gold points program, rather than to stay at the Neptune House. The Licensing Program is limited to shoulder season weeks. These are Spring weeks 18 through 23 and Fall weeks 38 through 43.

People who purchase licenses will not be owners. A license grants a right to use property; it does not convey an ownership interest in property (licensees would not be owners as defined in the resort's governing documents). A license will be for a particular unit and week each year for a prescribed number of years, and it will be worth a set number of points each year as determined by Interval International.

Other aspects of the program are:

- While licenses would typically be for five years, a license could be for up to ten years or as short as three years.
- Licenses could be paid for by a combination of an annual fee plus an up-front fee, or by just a greater up-front fee with no annual fee.
- License fees are due on the same schedule as maintenance fees, and the resort's Assessment Billing and Collection rules apply.

If the license program is successful, the resort could develop a program to allow current owners to switch to licenses. Such a program could include waiving some portion of the costs of switching. For now, however, the licensing program is geared to people presently unaffiliated with the resort, as the intent is to generate incremental revenue by monetizing shoulder season shares currently in the hands of the Owners Association. Revenue from this program will help us control future maintenance fees paid by owners.

Feedback from Owners at the 2019 Annual Meeting

At the annual Owners Meeting in March, several owners asked questions or offered suggestions to the Board during the Q&A session. Below is a list of items that were noted, along with the Board's responses. In some cases, the responses have been revised since the Owners Meeting, based on new information.

At the meeting, owners also expressed appreciation for the great amount of time that Board members and officers devote to the resort.

Facilities

1. Suggestion to update the living units. This led to a discussion of whether interior or exterior improvements were the priority. During the discussion, owners seemed generally pleased with the rate of improvements of the living units over the past few years.

Response: The Board has established a balance between spending on improving the living units and enhancing the exterior curb appeal of the resort over the next five years, as

both areas need to be addressed. The amount of spending in each area is reflected in the Property Improvement Plan shown elsewhere in the newsletter.

2. Suggestion that the new paved parking area in front of Building A have striped parking spots.

Response: This is planned to be done in the Fall.

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Recreational Amenities

1. Suggestion to retain both tennis courts instead of demolishing one and creating a grass play area.

Response: Both courts are rarely in use for tennis at the same time. The owners in attendance overwhelmingly agreed that only one court need be retained.

2. Suggestion to have multiple fire pits so that more owners would have the chance to enjoy them.

Response: We were able to purchase two fire pits while staying within the budget for Phase II of the Recreational Amenities Project.

3. Suggestion to enclose the pool.

Response: This would be financially prohibitive, as the cost would be more than \$1 million due to current building codes that require a structure able to withstand hurricane-force winds.

Sales & Marketing

1. Question about renting through Airbnb or Vrbo.

Response: VRI is in the process of implementing the SiteMinder channel management software package that will allow us to coordinate rental activity through multiple channels including Airbnb and Vrbo.

2. Suggestion to put owner testimonials on the website or on other resort publicity.

Response: This is a good idea that we will pursue as we update our website. We will also urge owners and guests to rate the resort on TripAdvisor and Google. At last check, there were 21 reviews on TripAdvisor with an average rating of 4.0 out of a maximum of 5.0, and there were 35 reviews on Google with an average rating of 4.5 out of 5.0.

Finances

1. Question about how we could lower maintenance fees for shoulder weeks.

Response: This does not appear feasible in practice, based on discussions with the resort's legal counsel.

2. Question about rental rates for shoulder weeks.

Response: Rental rates are published on the VRI web site. An account on the website is required to log in.

3. Suggestion that we give shoulder weeks away.

Response: Shoulder weeks have been available for the taking in the past. The drawback to prospective owners is not the purchase price, but the commitment to annual maintenance fees that are considered high for shoulder weeks.

4. Question about whether lowering maintenance fees on all shares (summer and shoulder weeks) would lead to higher sales.

Response: Probably, but the added revenue from maintenance fees on the new sales would be offset by a large margin by the loss in revenue from maintenance fees from current owners.

5. Question about seeking other sources of revenue.

Response: Our focus on rentals plus our new licensing program should provide the best way to generate new revenue.

Miscellaneous

1. Request for a mechanism to contact other owners to trade weeks/units.

*Response: A physical bulletin board has been put in place at the resort. Owners can contact the resort to have postings made on it. We have also set up a closed Facebook group that owners are invited to join (see details in the **Communications** article in this newsletter).*

2. Request for an online owner chat room to share information. If online, there could be a login with a username and password. For assurance that online information would not be shared, we could use a click box for owners to agree to terms and conditions of access to the site.

*Response: The Board has set up a closed Facebook group that owners are invited to join (see details in the **Communications** article in this newsletter).*

3. Question about the status of high-speed internet.

Response: This is at least a year away, as the town is still developing a plan to roll it out beyond town buildings. In the meantime, the town library provides high-speed internet access.

DEEDBACK PROGRAM

If you have decided that it is time to move on from the Neptune House due to age, health, changing family circumstances, or any other reason, this program could be for you. It provides a simple, fool-proof way to exit your timeshare obligation.

The **Deedback Program** describes the process for owners to deed their shares back to the Owners Association if certain conditions are met. One of the key conditions is that the owner must pay two years of maintenance fees in advance and relinquish ownership rights so that the Owners Association has time to sell, rent, or license the share without suffering a loss of revenue in the interim.

Details about the **Deedback Program** are contained in the **Reseller's Handbook** which is packed with helpful information to assist owners in moving on from the Neptune House. Much of the Handbook is concerned with providing information intended to guide owners in reselling their shares. It contains sections on Sales Channels, Lead Time, Setting Your Asking Price, Ad Copy, and Legal Matters – ideas that can help you sell your share. Additionally, there is a section about Interval International's Club Interval Gold program for consideration as an alternative to selling. The last section, **Deedback Program**, explains the mechanism for turning shares back over to the Owner's Association.

An updated version of the **Reseller's Handbook** that reflects sales data from 2018 is available through the Owners Portal of the VRI website by clicking on **Policy Reseller's Handbook** in the Documents & Forms section. You must log into your account to view it. Owners without internet access can call the resort to have a copy mailed to them.

COMMUNICATIONS

Create an Owner Account - Having an owner account allows you to see your account balance, your last payment, and your upcoming reservations. You can also make payments by credit card. Additionally, you have access to policy documents, newsletters, financial reports, budgets, plans, minutes of Board meetings, and other documents pertaining to the resort.

Creating an account is something that you can do yourself on the VRI web site (www.vriresorts.com). Before doing so, your email address must be on file with VRI and associated with each of your shares (unit/weeks). If you have not previously provided your email address, please call 1 (866) 469-8222 or email nememberservices@vriresorts.com and ask to have it associated with all your shares.

To create an account, go to “Owners Portal” and click on “New Users.” 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, and then click on “Register” and create a password.

Access Minutes of Board Meetings - If you want to keep abreast of the activities of the Board of Directors on a monthly basis, please access the minutes of Board meetings on the VRI web site (www.vriresorts.com). Click on “Owners Portal,” and then log in to your account. The minutes are in the “Documents & Forms” section.

Receive Email Updates - Even if you don't feel the need to check the web site periodically to read minutes of Board meetings, having your email address on file will

allow you to receive timely notices from the Board. Email communications not only assure timeliness, but they cost the Owners Association nothing. If everyone were on email, it would be much cheaper and easier for the Board to share information.

Join the Closed Facebook Group - In response to suggestions at our last Owners meeting, a Facebook group restricted to owners has been established to facilitate communication among owners. Members of the group can share information about renting, selling, exchanging, social activities, etc.

To join this group, search for **Neptune House Owners** on Facebook, or, if you're reading this online, click on this link: [Neptune House Owners Closed Group](#). Then submit a request to join the group. After your owner status has been verified, you will receive a notification of acceptance to the group.

Note that there are other Facebook groups with Neptune House in their names. Those groups have nothing to do with our resort. Be sure to request to join the group called **Neptune House Owners**.

Contact the Board of Directors - Questions, concerns, and comments may be sent to the Board via email addressed to:

board@neptunehouse.com

As fellow owners, we will strive to respond in a thoughtful and timely manner.

SOCIAL MEDIA PRESENCE

Facebook

The Neptune House Facebook page can be accessed by establishing a Facebook profile (<https://www.facebook.com/r.php>) and searching for Neptune House or @NeptuneHouseResort, or by going to <https://www.facebook.com/NeptuneHouseResort/> and then “following” the page.

If you're reading this online, please click on the Facebook logo to be directed to our page or search for Neptune House Resort on Facebook.



Instagram

The Neptune House Instagram account can be accessed by establishing an Instagram account (<https://www.instagram.com>) and searching for Neptune House BI, or by going to <https://www.instagram.com/neptunehousebi/> and then “following” the page. If you're reading this online, please click on the Instagram logo to be directed to our page or search for Neptune House BI on Instagram.



Neptune House

Block Island, RI



c/o VRI Americas
P.O. Box 399
Hyannis, MA 02601-0399

Contact Information

Neptune House

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

Still Need Assistance?

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

Resort Manager

Samantha Disotell (401) 466-2987
resortmanager@neptunehouse.com

Board of Directors

Email: board@neptunehouse.com

VRI Owner Services

Assessment Billing & Collection (508) 771-3399
(800) 999-7140
Monday - Friday 9:00 a.m. - 5:00 p.m. Eastern

Phil Totino, President
Cheryl Moore, Vice President of Facilities Planning
Mark Morrisette, Treasurer
Jeff Anliker
Doug Carnahan

VRI Reservations

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

Other Officers

Chris Lindgren, Secretary

Exchange Information

Interval International (800) 828-8200
Trading Places (800) 365-7617

Director of Resorts

Michael McManus
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