

Dear Casa Ybel Owners,

We're still working to restore power across all our Suites, and we're continuing to apply for the necessary permits needed for the rebuild.

It was recently brought to my attention that several of you have questions about your 2022 maintenance fee refund and 2023 maintenance fee payments. As a reminder, Owners will be reimbursed if they were unable to use their 2022 week(s) because of the lasting impact of Hurricane Ian. With Hurricane Ian's landfall occurring while your billing statements were being prepared, the credits were not reflected on your billing statements. However, credits are currently being processed and will be applied to your account once finalized.

In addition, Owners who are unable to use their 2023 week(s) due to the property closure will also receive a credit, which will be processed at the end of each quarter. The insurance company requires Owners to make a payment before reimbursement, and you'll have the option to be refunded or apply the credit to your 2024 maintenance fees.

If you're an existing HGVClub Member, you may trade your fixed- or flex-week reservation for HGV ClubPoints. To trade your week, call Club Member Services at **800-932-4482** (toll-free, U.S. and Canada) or **407-613-3141** (worldwide). Please note that if you trade your week for points, then you will not receive a maintenance fee credit.

To avoid late fees, please be sure to pay your 2023 maintenance fees by Wednesday, February 15.

On a side note, all RCI and Interval International deposits for 2023 are on hold until we have a reopening date confirmed. In addition, the resort is still closed. For everyone's safety, please do not attempt to visit the property until we reopen.

Thank you,

Klaus Zingraff  
Resort Director