



# **EASTCOAST VACATIONS GROUP OWNERS HANDBOOK**

## **MEMBER SERVICES**

Telephone: 03 5985 6166

Email: [info@eastcoastvacations.com.au](mailto:info@eastcoastvacations.com.au)

Web: [www.eastcoastvacations.com.au](http://www.eastcoastvacations.com.au)

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**The Eastcoast Vacations Group  
Bayview : Golden Leaf : Manly National**

## Central Management – Administration and Member Services

Mail: PO Box 373, Rye, Vic., 3941  
Telephone: 03 5985 6166  
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Web: [www.eastcoastvacations.com.au](http://www.eastcoastvacations.com.au)

Administration Manager – Anne Burns

**Trustee** – Eastcoast Vacations Limited  
PO Box 373 Telephone: 03 5985 6166  
Rye Vic 3941  
Contact: Anne Burns

**Trust Manager** – Eastcoast Vacations (Services) Pty Ltd  
PO Box 373 Telephone: 03 5985 6166  
Rye Vic 3941

### Board of Directors

David Lindsay	Chairman
Chris Lomman	Secretary
Reginald Thomas	
Ray Lambart	
Roslyn Steel	
Garry Wyatt	
Stewart Moreton	

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### Bayview

5 Warley Avenue Telephone: 03 5952 2220  
Cowes Vic 3922 Facsimile: 03 5952 3737

Managers – David and Gayle Jennings

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### Golden Leaf

54-56 Edmund Street Telephone: 07 5491 2910  
Caloundra Qld 4551 Facsimile: 07 5491 9138

Managers – Kay and Brett Gwyther

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### Manly National

22 Central Avenue Mobile: 0439 590 884  
Manly NSW 2095

Manager – Colin Stokes

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## **1. The Eastcoast Group**

The common link between the three resorts.

The Eastcoast Group consists of Bayview, Manly National and Golden Leaf Holiday Apartments. These three resorts share a common reservation, deposit and exchange facility. Site management and control, unit and owners time entitlement records, accounting and recording functions are also shared for cost efficiency.

### **Ownership**

Each Eastcoast member is an owner of one or more resort shares and may arrange to:

- a) Make reservation and take a holiday at Bayview, Golden Leaf and Manly National.
- b) Deposit time assigned by Central Management in an affiliated exchange company.

### **Resort Funding and Records**

Income is derived from maintenance fees and additional bonus time booked by owners and their guests. The expenditure of all funds is detailed in the audited annual report that is issued to all members.

### **Central Management**

Responsible for the day to day management of the Group. It reports to the Trustee and the Eastcoast Board and provides regular financial statements. It is responsible for ownership and time entitlement records, reservations and exchange deposits. It is also responsible for the financial accounts such as Debtors Ledger, creditor payments, purchases and site manager co-ordination and control.

### **The Board of Directors**

The Board of Directors consists of current timeshare owners within the Eastcoast Vacations Group. Meetings are held monthly to discuss matters affecting your ownership and determine any policy concerning the ongoing viability of the Group. Any queries or concerns you have that cannot be answered or resolved through Member Services can be referred to the Board for discussion or ruling. The Board are your representatives working to ensure the best for all owners within the group.

## **2. Maintenance Fees**

All payments to -

**Eastcoast Member Services**  
**PO Box 373**

## Rye Vic 3941

- Maintenance fees are billed annually.
- Invoices are issued in October each year (e.g. 2019 maintenance fee accounts issued in October 2018) and members are required to make full payment by the 31<sup>st</sup> December.
- If an account remains unpaid on or after the 1<sup>st</sup> January a late payment charge – set by the directors of Eastcoast Vacations Pty Ltd - will be charged.
- Maintenance fees must be paid in full prior to booking your holiday.
- Where members make advance bookings a deposit (equivalent to the current maintenance fee) must be paid at the time of booking.
- Cheques should be made payable to the Eastcoast Vacations Pty Ltd
- **Payment methods – BPay, Ezidebit, Cheque, Visa Card and MasterCard.**

### 3. Ownership

#### Entitlement

- Your entitlement weeks are available each year on a calendar year basis (1<sup>st</sup> January to 31<sup>st</sup> December)
- Your ownership attracts a yearly maintenance fee per share
- **Your entitlement must be allocated each year** in the year of entitlement (your 2019 week/s must be allocated prior to the 31<sup>st</sup> December 2019)
- Allocation means to either book a holiday OR deposit your week with an exchange company
- **Weeks do not automatically accumulate. Unallocated weeks will be forfeited.**
- Entitlement can be booked in 7 day intervals up to 2-years in advance.

#### Bonus weeks

- Within the Eastcoast Group and at other resorts
- Payment for bonus weeks will be made at the time of reservation and is non-refundable.
- Available to members, their family and friends.

### 4. Bookings

#### Ownership weeks

- Contact member services
- Ask for your preferred destination, unit size and dates.
- Bookings into the Eastcoast Group resorts will be confirmed subject to availability and provided your maintenance fees have been paid. Confirmation will be issued by post or email.
- Exchange requests should be lodged with Member Services. Exchange fees are only paid upon confirmation of your holiday.
- Exchange availability is reliant on timeshare owners depositing their weeks with an exchange company.
- In order to save weeks for use in future years you will need to deposit your week with an exchange company. All deposits must be processed through member services.

- Eastcoast Group members can deposit weeks with the following affiliated exchange companies – Dial an Exchange, RCI or HC Direct. Ask member services for advice on how to choose an exchange company that suits your needs.
  - Book early for peak holiday periods.
  - Written confirmation (post or email) is issued for each transaction you make through member services and the exchange companies. Your confirmation should be presented to your resort manager at check-in.
- Bonus Weeks**
- Contact Member Services for availability.

## **5. Cancellations**

- Ownership weeks – if member services receive notification of cancellation at least 4-weeks prior to check-in date your owner week will be reinstated for use.
- Members can swap a booking once free of charge – further alterations of booking will attract a booking fee.
- Late cancellations will result in loss of entitlement.
- Each exchange company has their own cancellation policy.

## **6. Check-in – Check-out**

- Check-in/out for all Eastcoast resorts is on Friday.
- Check-in is from 4.00pm (2.00pm at Manly) and check-out is by 10.00am

### **Special arrangements at Manly National**

- At Manly Colin Stokes is available to check-in guests from 2.00pm to 5.00pm on Friday.
  - If you cannot be sure that you will check-in prior to 5.00pm on Friday you must call member services to make arrangements for keys to be sent to you through the mail at least 2-weeks prior to departure.
  - If you arrive after Colin has left and you have not made arrangements for late access you will need to call him (Colin) for access to your apartment. If Colin has to attend you will be required to pay a late call out fee of \$100.00.
- A \$250 security deposit or credit card imprint is required on arrival as security against damage or leaving the apartments in a state such that extra cleaning is required.

## **7. Rules and regulations**

- All Units are non-smoking. Designated areas are set aside for smokers. Smoking inside a unit will incur forfeiture of deposit.
- Maximum overnight occupancy for your unit is restricted to the sleeping accommodation capacity that has been provided. No exceptions.
- You are responsible for any damages to resort property incurred by you or your guests.
- Pets are not permitted.
- Do not leave articles on balconies or patios. Management is not responsible for any loss or theft of unsecured items.

- Noise. To permit enjoyment of the Resort by all guests, loud boisterous noises and other objectionable behaviour by an owner or guest cannot be permitted. Good judgement and thoughtfulness towards others must be used when in residence. Management reserves the right to close down any noisy gatherings, which is disturbing the peace of other guests. All gatherings must be quiet by 10pm. At Golden Leaf and Bayview please contact the manager to report any undue noise after hours. Guests who ignore this will be asked to vacate and will be banned from the resort for 2 years.
- Parking is provided for site residents. If you have guests they must not occupy another resident's car parking space. One car-parking space per apartment is provided.
- Apartment keys are the property of the Eastcoast Group and must be returned to the resort manager prior to departure.
- Where provided, swimming pools and spas are available for use from 7am to 10pm; however we ask that you follow these guidelines to ensure everyone's safety.
  1. All children under the age 12 must be supervised by a person over the age of 18 at all times.
  2. No Glassware of any kind is permitted in or around the pool area. This includes Stubbies & Wine Bottles.
  3. No Diving, running or rough play in or around the pool area.
  4. Resort Towels are not to be used in the pool area.
- If crockery, glassware, cooking utensils and any other items provided for your use are damaged please inform resort management immediately for repair or replacement.
- Apartment occupiers are asked to place garbage in the designated area at the resort.
- Outside furniture, furnishings and equipment have been provided for the enjoyment of all residents.
- Barbecuing is limited to the recreation area on the grills provided, and on a first-come basis.
- All rules are subordinate to the Unit Trust Deed and in the event of conflict the latter will prevail.
- The most important rule is unwritten – The Golden Rule.
  - By making sure that you treat the facilities and other owners' as you, your family and guests would like to be treated your Eastcoast holiday will always be something to look forward to.
- A copy of these rules is made available to all owners. Consequently an owner shall be taken to be aware of the terms and provisions in the Trust Deed, which enable the suspension of rights of access and use, or other disciplinary action for any breach of the terms of the Trust or these rules.