



## **EASTCOAST VACATIONS GROUP OWNERS HANDBOOK**

### **MEMBER SERVICES**

#### **Telephone:**

**Toll free (Aus): 1300 785 599**

**Toll free (NZ): 0800 554 433**

**Tel (Int'l): +61 7 5595 7599**

#### **Email:**

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

#### **Web:**

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

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

**Central Management – Administration and Member Services**

Mail: PO Box 384

Coolangatta, QLD, 4225

Telephone: 1300 785 599

E-Mail: [info@eastcoastvacations.com.au](mailto:info@eastcoastvacations.com.au)

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Administration Manager – Classic Holidays

**Trustee**

Eastcoast Vacations Limited

PO Box 384

Coolangatta QLD 4225

Phone: 1300 785 599

**Trust Manager**

Eastcoast Vacations (Services) Pty Ltd

PO Box 384

Coolangatta QLD 4225

Phone: 1300 785 599

**Board of Directors**

Garry Wyatt – Chairman

Chris Lomman

Roslyn Steel

Reginald (Dick) Thomas

Carole Smith – Secretary

Stewart Moreton

Ray Lambert

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**Resorts**

**Bayview Apartments**

5 Warley Avenue  
Cowes, Phillip Island Vic 3922

Telephone: 03 5952 2220

Managers – David and Gayle Jennings

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**Golden Leaf Apartments**

54-56 Edmund Street  
Caloundra Qld 4551

Telephone: 07 5491 2910

Manager – Kay Gwyther

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**Manly National Apartments**

22 Central Avenue  
Manly NSW 2095

Mobile: 0439 590 884

Manager – Colin Stokes

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### 1. The Eastcoast Group

The common link between the three resorts.

The Eastcoast Group consists of Bayview Apartments, Manly National Apartments 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 or 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. 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 quarterly to discuss matters relating to the operation and performance of the Trust. 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**

- Maintenance fees are billed annually.
- Invoices are issued in October each year, for the following year's entitlement usage, Members are required to make full payment by the 31<sup>st</sup> December of the year of invoice.
- An 'Early Bird Discount' (EBD) may apply for invoices paid by the due date and will be clearly identified on your invoice if this applies.
- If an account remains unpaid on or after the 1<sup>st</sup> January, interest, at a rate set by the directors of Eastcoast Vacations (Services) Pty Ltd - will be charged.
- Maintenance fees must be paid in full prior to booking your holiday or before depositing your week with an exchange company.
- 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 Vacation'.
- Monthly or fortnightly, pre-payment plans are accepted and available via Member Portal.
- Payment methods – BPay, Direct Deposit, 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 (example: your entitlement or usage rights for the period 1<sup>st</sup> January 2022 – 31<sup>st</sup> December 2022, must be booked by each owner to use a week within the entitlement/usage year, 2022, or deposit it with an exchange service to save it to use in the future).
- 'Allocation' means to either book a holiday OR, deposit your week with an exchange company.
- Entitlements can be booked in 7-day intervals up to two (2) years in advance.
- Weeks do not automatically accumulate. Unallocated weeks will be forfeited.

### **Bonus weeks**

- Bonus weeks are an 'additional' cost to your ownership weeks, and can be purchased, subject to availability, to add extra time for you to holiday.
- Bonus weeks become available from within the Eastcoast group of resorts from time to time, and through the exchange companies for resorts from all over Australia and from around the world.
- Bonus weeks are available to all owners, their family and friends.
- Payment for bonus weeks must be made at time of booking and are non-refundable if cancelled once confirmed.

## **4. Bookings**

### **Ownership weeks**

- Contact member services or, go online and book via your member portal on [www.eastcoastvacations.com.au](http://www.eastcoastvacations.com.au)
- 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 email or post, and must be presented to the host resort upon your arrival for check-in.

### **Exchange weeks**

- Exchange requests should be lodged with your preferred exchange provider.
- Exchange fees are only paid upon confirmation of your holiday directly to the exchange company.
- 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 Vacations members can deposit weeks with the following affiliated exchange companies – 7Across, Exchange & Play 9E&P), RCI and HC-Direct. Ask member services for advice on how to choose an exchange company that suits your needs.
- Waitlist early for peak holiday periods (up to 2 years in advance).
- Written confirmation (email or post) is issued for each transaction you make through member services and the exchange companies. Your confirmation must be presented at check-in at your host resort.

## **5. Cancellation Protection Option (CPO) & Late Cancellations Fees**

### **What is CPO and how does it work in relation to using your Owners Week of Time?**

CPO ensures that you can cancel your booking up to 72hrs prior to check-in or make amendments to your booking without penalties inside the regular cancellation period. Owners can choose to take out CPO at the time of booking at a low cost of **\$34 per week**.

CPO is worthwhile in that it provides you with peace of mind should circumstances change in the lead up to your holiday which is especially relevant at the current time due to changes in travel restrictions around COVID-19. It should be noted that CPO is not transferrable to another booking and any date changes made to a booking count as a cancellation.

**Accepting CPO:** If you accept CPO and need to cancel your entitlement week within 30 days and no later than 72hrs of your arrival, your week will be saved for you to use at a later date (up to the original expiry date of your entitlement and subject to availability), or it can be banked with the 'Exchange & Play' exchange service and you will have a Credit to use through the exchange system. Note, if this happens, an exchange fee will be applicable. Fees payable can be established by talking direct with your exchange provider.

**Declining CPO:** If you decline CPO at the time of confirming your entitlement week and cancel within 30 days of arrival, your entitlement week will be forfeited. You've paid a levy on this week, so you don't want to lose the use of it. Without CPO to save this week, you will need to pay a late cancellation fee to use at a later date (up to the original expiry date of your entitlement and subject to availability), or it can be banked with the 'Exchange & Play' exchange service, and you will have a Credit to use through the exchange system. Note, if this happens, an exchange fee will be applicable, as well as the late cancellation fee.

**Late Cancellation Fees are:**

- \* 30 days+ no fee applies.
  - \* 29-14 days \$150 fee applies.
  - \* 13-4 days \$300 fee applies.
  - \* 3 days or less, entitlement week will be forfeited.
- \* All fees stated are GST inclusive.

## **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 contact Eastcoast Member Services to make late arrival arrangements.
  - If late arrival arrangements are not made and Colin has to attend after hours, 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 your security 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. Ensure you lock up securely when your unit is not occupied. Management is not responsible for any loss or theft of the property of any persons staying at the resort.

- 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 Vacations Group and must be returned to the resort manager prior to departure. Non return will incur a fee.
- 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.
- 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. No Glassware of any kind is permitted in or around the pool area - this includes stubbies & wine bottles.
  2. No Diving, running or rough play in or around the pool area.
  3. Resort Towels are not to be used in the pool area.
- 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.