



THE BAY CLUB
VACATION OWNERS ASSOCIATION

69-450 Waikoloa Beach Drive
Waikoloa, HI 96738



THE BAY CLUB
VACATION OWNERS ASSOCIATION

News | Summer 2024



The Bay Club
Board of Directors
Contact Information

Robert Ireland
President
720-635-6193
rireland.hgv@gmail.com

Russell Malkoske
Vice President
431-999-8845
rmalkoske.hgv@gmail.com

Grant Ito
Director
808-522-1431
gito.hgv@gmail.com

Marc Neu
Secretary
407-613-3143
marc.neu@hgv.com

Judy Wagner
Treasurer
970-568-3859
jwagner.hgv@gmail.com

2406-9001-ENG



A Message From The Board President

Aloha Fellow Bay Club Owners,

Whether you come from near or far, your home in paradise continues to be a welcome respite from the outside world, and I hope that every one of you is taking advantage of all that The Big Island offers. Maybe you savor listening to waves, the wonder of an active volcano, the bustle of Kailua, sunset at 13,800 feet or the simple pleasure of sipping a Mai Tai while judging lava-bound golf shots from your lanai. We're all exactly where we belong when we're here!

With the latest major renovation cycle behind us, it's a relatively calm time at the resort even while the exceptional Hilton Grand Vacations team is busy ensuring the infrastructure behind the scenes is reliable and renewed as planned. For instance, the replacement of sprinkler system valves and components reduces the occurrence of wasteful (but entertaining) water geysers, while other things you're more likely to notice include renovation of the restroom facilities and pool deck, new lanai screens and furniture, improved gas grills and new appliances inside the resort. On the horizon, the next round of major renovation is expected at the end of the decade.

All of that brings me to the elephant (or volcano?) in the room: The fee increase we all saw at the end of last year. Keeping The Bay Club in the top condition everyone expects and appreciates means that we also recognize the rising costs we see in our daily lives extend here, sometimes magnified in Hawaii. The \$1.2 million budget increase we have absorbed was not easy for anyone, with insurance increases alone accounting for 40% of the additional costs. Your association board is acutely aware (because we are Owners, too), and we appreciate the general understanding that maintenance fees are not wasted while assuring everyone's experience at The Bay Club is never diminished.

Back to the fun. I hope everyone has a chance to visit our corner of paradise this year. There's a lot going on as the Kohala region sees growth with new restaurants, retail and leisure offerings for your convenience should you venture out, while the comforts of your island home await your return.

Aloha and mahalo to everyone in our Bay Club 'ohana.

Bob Ireland
Board President



Owner Services Update

Aloha From Owner Services!

We just finished wrapping up the first half of the year with the processing of current-year and future timeshare week reservation requests. As we approach the second half of 2024, we're preparing for another busy summer season and look forward to welcoming you back at The Bay Club.

Please review the following helpful booking reminders for your future reservation needs:

- The 2024 timeshare week will need to be used by December 31, 2024. The Bay Club does not internally carry over your week for use in a future year. An exchange membership with Hilton Grand Vacations Club or RCI allows you to deposit your 2024 timeshare week for future use through your exchange company's availability.
- Owners with RCI membership requesting to have their 2024 timeshare week banked must complete the Spacebank Request section of the reservation request form and return it to Owner Services by December 31, 2024, to have your week deposited with RCI.
- If you're an HGV Club Member, contact the Member Services team for any Club-related questions at **800-932-4482** or visit **club.hiltongrandvacations.com**.
- All Owners requesting to use their 2024 or 2025 timeshare week at The Bay Club must complete a reservation request form for each year. The reservation request form can be found at **my.hgv.com/reservation-request**. Please return completed forms via one of the following options:

Email: **bayclubreservations@hgv.com**

Fax: **808-886-4538**

Mail: **Owner Services - The Bay Club,
69-450 Waikoloa Beach Drive
Waikoloa, Hawaii 96738**

- Please include your estimated time of arrival at the resort. While guaranteed check-in is at 4 p.m., your preferred arrival time will be considered and is subject to availability on the day of your arrival.
- We encourage you to provide us with your special unit or location request(s). This information will be noted on your reservation and these requests are subject to availability on the day of your arrival.

As an additional reminder, the Annual Reservation Letter will be sent electronically in December and will include a link for your 2026 reservation request form. If you have any questions, call **877-229-2582**.

Our Owner Services team looks forward to assisting you on your next trip to The Bay Club. We can't wait to see you on your next trip to paradise.

Mahalo nui loa,

Glory Jacobs

Owner Services Manager



Resort Update

2023 is behind us and we are benefiting from all that was accomplished over the last year.

The IRONMAN World Championship hosted female athletes in October 2023, bringing many supporting staff and friends to the area. In addition, the Merrie Monarch Festival events, held in April of this year, had all the traditions from the past happening in Hilo. The Visitor Industry Charity Walk planned at the Waikoloa Beach Resort was canceled due to weather. However, Team Members still exceeded their fundraising goal to support the local community organizations. Mahalo to The Bay Club Owners for supporting the Charity Walk!

Within our community, the Ellison Onizuka Kona International Airport updates are nearly complete, with renovations to the north and south restrooms and the addition of covered walkways and shade for the courtyards, creating detours within the airport. The hillside Waikoloa Village community, the business complex of the Waikoloa Plaza, continues to open new businesses serving the community and visitors. Domino's Pizza is the most notable because they offer deliveries to our resort.

Meanwhile, at the Waikoloa Beach Resort, the Hilton Waikoloa Village has begun renovations at the Palace Tower. At the same time, the Ocean Tower, a Hilton Grand Vacations Club continues with the conversion of hotel rooms to vacation ownership units. The Kings' Shops offer free Polynesian performances, a Farmer's Market and a Night Market on select dates each month, and the Queens' Marketplace is active with special events such as Lei Day in May, Mother's Day Giveaway and Hoppy Spring Easter events. Mauka Bar & Grill, located in the Kings' Course Club House, continues to serve breakfast and lunch while evolving to Mauka Steakhouse in the evenings.

Here at the resort, we are enjoying the results of the recent room renovations and working on a few projects in the common areas. The Bay Club Café restrooms have been renovated, and our grounds and maintenance teams are strategically replacing water valves in the buildings. This year, we anticipate replacing the lanai furniture and appliances in all Suites and upgrading the pool decks.

For our satisfaction survey, we changed to Qualtrics, which uses a 5-point scale (compared to our previous 10-point scale). The survey combines several questions into a Stay Score, which combines cleanliness, service and problem experiences. While the comparative data is a few months away, we can already see higher satisfaction due to the recent renovations. Finally, our texting program and Synergy work order app continue to be great tools to stay connected with our Guests and assist in improving their experience during their stay.

Many Owners have returned to The Bay Club and are staying even longer. It's great to see many of you at our weekly Coffee Social events connecting with each other and enjoying your home away from home.

We look forward to seeing you during your next stay at your favorite spot in Hawaii!

Robert Ishihara

General Manager



Call For Board Candidates

This year, one board candidate will be elected to serve a three-year term on the Board of Directors of The Bay Club Vacation Owners Association. If you're interested in seeking a board position, please submit a Board of Directors Candidacy Form by **August 9, 2024**.

To access the form, log in to the HGV Member website at **club.hiltongrandvacations.com** and click on "Ownership" from the top navigation menu. On the new page, select "View Your HOA Information." You will be taken to the "Manage HOA" page. From the list of contracts shown, select the contract for the property where you wish to serve and click the "View Your HOA Information" button. Scroll down to the "Board of Directors Candidacy Form" section and click "Get Started" to complete the form.

Board of Directors Candidacy Forms will be reviewed by a board-appointed nominating committee, which will select the best-qualified candidates as nominees for the upcoming election. The election results will be announced during the 2024 Annual Owners Meeting for The Bay Club Vacation Owners Association.

Please be advised your board has decided to hold the 2024 Annual Owners Meeting in person only at The Bay Club. The meeting has been scheduled for Thursday, October 17, 2024. Approximately 30 days before the 2024 Annual Meeting, you will receive additional information including your meeting notice and proxy. Please watch for this material and reply as instructed — your feedback is important in ensuring the association's general operations. If you have any questions, please complete the HOA inquiry form at **my.hgv.com/hoa-inquiry-form**.

Thank you for your commitment to The Bay Club Vacation Owners Association.