

OWNERS' NEWS

JUNE 2019

The Sands

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A T G R A C E B A Y

Celebrating Excellence

It was an evening of glitz and glamour as staff, management, owners and specially invited guests celebrated 20 years of rich history at The Sands at Grace Bay.

With the theme "masquerade," the evening was full of colorful energy that matched the enthusiasm of those persons who have shared their talents, their hearts and their souls which all make up the fiber and the foundation of The Sands.

CEO Stan Hartling shared a riveting personal history of his humble beginnings in Providenciales 25 years ago while other friends and colleagues also shared memories and personal contributions which paved the way for one of the most successful resorts in the country.

Hartling Group executive pastry chef Rajasekar Ravindran (Sekar) created undoubtedly the most intricate and largest cake Turks and Caicos has ever seen. He carefully handcrafted the buildings and the layout which The Sands occupies into an extraordinary edible delight of sugar and pastry.

The evening was full of recognition and general manager Mona Beeson proudly shared accolades with those team members who have demonstrated excellence throughout the year.

Ending on a high note, V6 band and Prime Dj's rocked the beach as we all enjoyed celebrating together, and toasting to the next 20 years.



(story continues on next page)

WHAT'S INSIDE

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RESORT NEWS



From The General Manager

Dear Sands Owners,
GREETING FROM ALL OF US AT THE SANDS AT GRACE BAY!

It has been a productive and busy first quarter. Those of you who have visited within the last three months, will have seen some new faces added to our team at the Pool and Beach, Front Desk, and Housekeeping. Also, we will be welcoming the newest member to our management team, Joseph Nibourette, Executive Housekeeper. Joseph has extensive Caribbean experience in Bermuda and Canouan, and also worked in several other countries in four and five star resorts.



Last summer, some of you may have noticed improvements made to the gym with additional equipment and supplies. Now you can enjoy a good work out on the new and recently installed Free Motion Dual Cable Cross machine. We are constantly looking for ways to improve our product and services, and this summer will bring more improvements at the small and middle pools, pathways and building façade and balustrade.



Recently, we were honored from Booking.com with the 2018 Guest Review Award. The Sands scored higher than the prior year which is a testimony from delivering incredible experiences, dedicated passion, and a lot of hard work.

Thank you for all your continued support and relationship, and for our newest Sands Owners, I look forward to seeing you for many years to come.
 Best regards,

Mona Beeson
 General Manager
 Oceanside Marketing Ltd.



We Welcome Joseph Nibourette, our New Executive Housekeeper

Joseph comes to the TCI with over 15 years of management and hospitality experience especially in housekeeping management. Joseph studied hospitality management in Switzerland and holds a Master in Hotel and Tourism Management.



A native of the Seychelles Joseph developed his hospitality skills in some of Seychelles finest resorts. Joseph, found his passion for travel and hospitality at a young age. His travel has taken him to some Caribbean Islands, Africa, Asia, The Middle East, North America and Europe. One of his favorite holiday destinations is The Amalfi Coast, in Italy.

Joseph's objectives as the Executive Housekeeper is to further expand on the quality and the level of housekeeping service to create a distinguished customer experience that is unique to the Sands.

From Joan Hagan



WE'VE MOVED Our accounting office has moved from the basement of building 6, to our Corporate Offices located in the Village at Grace Bay. This was facilitated in order to keep all of our accounting departments in one area which not only makes it easier for our vendors to collect checks, it unites the 3 departments and creates more of a support synergy for the group!

NEW 911 CALL CENTER The Turks and Caicos Resort Economic Council which consists of Developers and General Managers of the Island as well as leaders of other local businesses such as Tropical Shipping and The Wine Cellar, formed this Council to assist with different aspects of business that all affect Tourism. One of the initiatives that they have assisted the local police force with, in addition to the tasers, body cams, and breathalyzers, unmarked police vehicles, was the creation of the new 911 Call Center which is located next to Digicel on Leeward Highway. They have the state of the art surveillance equipment where they have cameras located at various locations on the island and can monitor certain key areas for safety. Some of those involved in the initiative are Mark Durliat, Grace Bay Resorts; Ken Patterson, Seven Stars; Tom Lewis, Ocean Club Resorts; Rob Ayer, Gansevoort Hotels; and of course Stan Hartling!

ZIKA REMOVED It is with great pleasure that we announce ZIKA has been removed as a high level threat for the region by the World Health Organization. The threat of ZIKA started to impact travel to the Caribbean over two years ago, prompting collaborative efforts by CHTA, CTO and CARPHA to address the problem. This included advocating for local governments, communities and businesses to undertake aggressive training and public awareness initiatives; monitoring and assessing the threat; and supporting CARPHA in their work with organizations like the WHO and US CDC.

Joan Hagan
Director of Owner Relations

PRISCILA CORDERO PROMOTION

We are very excited to announce that Priscila is now be my right hand! Priscila has demonstrated not only the utmost in professionalism and a warm personality, but a desire to learn more about our unique industry! Priscila's primary responsibility will still be Duty Manager, but she will be assisting me with other tasks as well. We are all very excited about this added responsibility, so please when you see her next, congratulate her!





Family Vacation Critic Features The Sands as a Favorite

*M*y first introduction to Turks & Caicos' Grace Bay was at the Sands at Grace Bay, and despite the number of larger properties along the beach, it remains a favorite. From the friendly, accommodating staff, to the home-away-from-home environment, the Sands at Grace Bay is a comfortable resort located directly in the beach and minutes from the island's attractions.

The resort houses 114 ocean and garden view suites in six, three-story buildings, all encapsulated by lush tropical landscaping. Suites accommodating up to eight in one- to three-bedroom configurations feature modern, full-sized kitchens, dining areas, living rooms, oversized patios or balconies, and washers and dryers. (Smaller studio suites are best for only two travelers.) All suites feature floor-to-ceiling windows and sliding glass doors, for fantastic views.

A central garden courtyard surrounds two free-form pools connected by canals, and a third pool beckons near the blue waters of the Atlantic Ocean, where most children want to spend their days building sand castles.

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BRIDAL GUIDE



5 Caribbean Resorts You'll Say Yes To

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CJ Caribbean Journal

The Caribbean Journal Travelers' Choice Awards 2019

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The Sands Honored in 2018 Booking.com Guest Review Awards

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From the Strata Board Chairman

dear valued owners,
HERE'S AN UPDATE ON NEW AND ONGOING PROJECTS

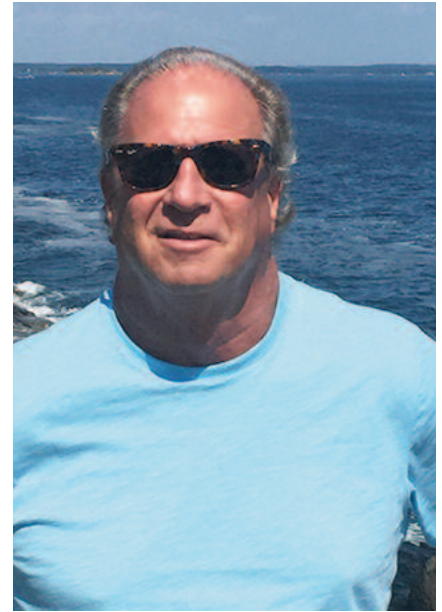
- We have been exploring alternative beach umbrellas that should hold up longer. We now have spec'd an aluminum umbrella which we will start to incorporate into our current inventory. These hopefully will not snap in freak wind storms. The umbrellas will make a significant improvement and have a longer life span. Also, we are testing a new aluminum side table for the pool deck.
- We are sanding and repainting beach chaise arms, and repainting pool chairs. Seven new green poolside chaises arrived in time for season, and we had replaced two paddle boards and a double kayak. Two new sails for the Hobie Cat will soon be in as well.
- We plan to replace the decking and redo the pathways and surface areas around the waterfall pool, the end pool, and the canals. The wood is splintering and is rotten in sections. The concrete is deteriorating and needs to be replaced as well. In addition, we will be draining and resurfacing the above pools and canals. These projects will be done in August when our occupancy is at it's lowest level.
- We are continuing with painting around the property and have also added additional new plants/shrubs to our gardens. We additionally have added fresh mulch around the property so it should look great and will be ready for season.
- The Resort has had difficulty finding appropriate Maintenance Technicians, Groundsmen, and Security personnel. The Hartling Group recently conducted a Job Fair and hope to have some viable candidates. Please be assured we're actively recruiting and hope to hire persons in the very near future.

In closing, I hope all is well with you and all your families. I look forward to seeing you down in the near future.

Yours sincerely,

Miles Hamm

Strata #25 Chairperson



Courtyard Lounge at The Shore Club



The Spa at The Palms



Owner Discount Cards

*W*e hope you're enjoying the Owner Appreciation Program! Your Owner Appreciation Card entitles you to a 20% discount on Spa Services and Retail Shops, 10% discount on Food and Beverages at The Palms and The Shore Club!

Procedure for A/C and Lights for Owners Upon Arrival

*F*or those of you new to the Sands, please note that we have a procedure where the air conditioning system and lights will be off upon your arrival to conserve energy, thus reducing costs. If you wish to have yours on upon your arrival, please let Joan Hagan know. The resort standard for air conditioning is that when units are not in use, the temperature will be set at 78 degrees.

Owner Parking

*W*e realize that many of you have personal vehicles that you leave here on the island when not in residence at the Sands. As you can imagine, we have very limited parking space at the resort and per the Strata Corporation #25 By-Laws, we must ask you that when not in residence, you either find an alternate location for your vehicle or ask us to relocate it to our parking area at the Corporate Area which is located in the Village at Grace Bay. Please note that we are not responsible for any loss or damage to the vehicle.



Turks and Caicos National Museum Foundation



BUILDING FOR THE FUTURE, TO PROTECT THE PAST.

In the presence of the Hon. Premier of the Turks and Caicos Islands, Sharlene Cartwright-Robinson, Hon. Derek Taylor and Hon. Mike Eman, former Prime Minister of Aruba, The Turks and Caicos Islands National Museum Foundation (TCNMF) held its sold out inaugural gala at the beautiful Shore Club, sponsored by Stan Hartling and the Hartling group, to launch the fund raising campaign for the new national museum on Provo.

The gala was a resounding success and incredibly raised over \$200,000 from this event alone! With funds coming from ticket sales, event sponsorship, advertising, silent auction, sale of engraved pavers and donations; with an unbelievably generous \$100,000 alone coming from Martin and Donna Seim, son of the original museum founder and board director respectively, to name the main gallery in honor of the late Nils and Grethe Seim.

The Hon. Premier made an impassioned speech about the importance of historical and cultural preservation and her governments support for the national museum, including a budgeted \$50,000 in this year's budget, increasing to \$100,000 thereafter.

Award-winning architect, Ron Shaw walked everyone through the new building design with an audio-visual presentation and spoke of the architectural elements throughout the island that inspired his incredible vision for the new national museum building and the ability to expand for future requirements without issue and to the energy efficiency of the building and the ability to utilize renewable energy.

Dr. Michael Pateman, Director of the TCNM spoke passionately about his vision for the future of the new museum, and how it should of course be informative and reflect the amazingly diverse history of the Turks and Caicos Islands, but that it will also be fun and entertaining; also what the museum will exhibit, with a real emphasis on the people of the islands and on embracing new technologies to appeal to a younger and wider tech savvy audience.

The museum launched a campaign to raise funds through the sale of etched bricks. If you would like to have a brick engraved with the name of a loved one or your company name and logo, please call our Director, Dr. Michael Pateman at 649-232-4535, visit the website:

www.tcmuseum.org or email: info@tcmuseum.org.

The bricks will be laid out on the main walkway to the new museum building, a wall of honor and the museum cultural and heritage gardens.

Other fund-raising initiatives include the naming rights to the new national museum building, galleries and gardens. If you would like to support the national museum, please contact us to discuss options.



(Left to right, front row) Robert Kreible, Dr. Donald Keith, Hon. Sharlene Cartwright-Robinson, Donna Seim, Hon. H. Derek Taylor, Stan Hartling. (Second row) Dr. Michael Pateman, Director, Bradley Colebrooke, Mark Parrish, Hon. Michiel Eman and Seamus Day, President.

