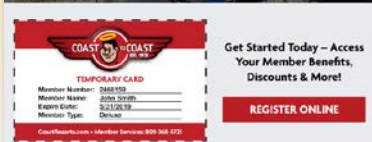




The Official Newsletter  
for the Network of  
Coast to Coast Resorts

# Coast Trigger Emails Now Welcome New Members



Dear John Smith,

When you joined Sycamore Lodge - Travel Resorts of America, you also received a 1-year Coast to Coast Deluxe membership. Whenever you travel away from Sycamore Lodge - Travel Resorts of America, Coast to Coast is ready to help make your travel adventures fun and affordable.

Attached is a temporary membership card with your member number so you can begin enjoying all your Coast benefits at our member website, [CoastResorts.com](http://CoastResorts.com). Your permanent membership card will arrive by mail in 2 - 3 weeks.

To get started, register on [CoastResorts.com](http://CoastResorts.com) to make the most of your membership and access all of your exclusive member benefits. After you register, you'll receive a **FREE "Favorite Coast Resorts" eBook** with full-page profiles and photos of over 60 Coast Resorts.

To learn more about your exciting Coast Deluxe member benefits, sign in to [CoastResorts.com](http://CoastResorts.com) or review the materials inside your new member kit you received from Sycamore Lodge - Travel Resorts of America.

Happy Trails!  
Bruce Hooper  
Bruce Hooper  
President, Coast to Coast

P.S. If you have any questions about how your Coast to Coast membership works, just call our toll-free New Member Hotline at 800-375-1099 or email us at [info@coastresorts.com](mailto:info@coastresorts.com).



Coast to Coast has launched a new trigger email to welcome new members to Coast. The term trigger email refers to the fact that an email is automatically "triggered" by the enrollment of a new Coast member. The email welcomes new members to Coast to Coast, provides them with their Coast member number, and gives them a link to the [CoastResorts.com](http://CoastResorts.com) website to register and begin exploring and using their Coast benefits.

We think this is a great step forward for Coast and for our resorts. This will quickly deliver on the commitment you made during the sales process to provide a Coast membership to your new member. Since the email provides new members with their Coast member number as soon as it is available, it allows them to immediately access their Coast member benefits online. As a result, we think this can be another tool to help lower rescission rates.

To insure that your new members receive the welcome trigger email, please make sure on each new member application you submit to Coast that you include the new member's email address and check "yes" on the email permission question.

New Coast members will only receive their welcome trigger email if their Coast application includes their email address and permission to email them.

We believe this trigger email to welcome new members to Coast will be a great benefit to new members, Coast to Coast, and our affiliated resorts. Please let us know if you have any feedback on this new trigger email from Coast. Also we'd love to hear from you if you have additional ideas on how Coast can support your sales process.

## Summer 2018



### WHAT'S INSIDE

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## Announcing New Additions to the Coast Network

### NEW GOOD NEIGHBOR PARK (GNP) IN YUMA, AZ

**Caravan Oasis Resort** in sunny Yuma, Arizona, is a new Coast Good Neighbor Park (GNP)! This desert resort offers spacious community areas, two swimming pools, two hot tubs, BBQ picnic area, billiards hall, two dog parks, three laundry rooms, and hammock park. Play tennis, darts, pool, horseshoes, volleyball, bocce ball, pickle ball, shuffleboard, or practice your golf skills on the driving range or putting green.

Located near the foothills in Yuma, Caravan Oasis Resort is also conveniently located near restaurants, shopping, casinos, and golf courses. When you are ready to explore outside of the resort, the area's rivers, lakes, hiking, and ATV trails are not to be missed. To learn more, visit [caravanoasisresort.com](http://caravanoasisresort.com).



### NEW GOOD NEIGHBOR PARK (GNP) IN SUNNY VALLEY, OR

We are pleased to introduce a new GNP in Sunny Valley, Oregon! Located in southwest Oregon along the I-5 corridor between California and Washington, **Sunny Valley RV Park and Campground** is situated on over seven acres filled with mature shade trees. It is conveniently located between the cities of Medford and Roseburg, and only 15 miles north of the charming city of Grants Pass. Grave Creek runs within walking distance of the campground on

its path to meet the Rogue River. All RV sites have a fire pit, picnic table, and additional space for outdoor living. The remodeled Welcome Center with Wi-Fi access provides a comfortable indoor location for meetings with family and friends while staying overnight in the park. Other great amenities include outdoor swimming pool, showers, grocery, library, horseshoe pits, children's playground, laundry room, and game room with ping-pong, foosball, air hockey, and pool tables.

The park also features sleeping cabins with full size bed and bunk bed for guests. For more details, visit [sunnyvalleycampground.com](http://sunnyvalleycampground.com).



### NEW GOOD NEIGHBOR PARK (GNP) IN NIAGARA FALLS, CANADA



**Yogi Bear's Jellystone Park™** in Niagara Falls, Canada is a new Coast Good Neighbor Park in Ontario, Canada. The GNP is the closest campground to Niagara Falls, situated just 3.5 miles away from the majestic falls and its many attractions. For convenience, the park also offers a private shuttle bus service to the Falls and Marineland that makes multiple runs every day. The fantastic park amenities include heated swimming pool, wading pool, playground area, inflatable trampoline, inflatable pirate ship, giant inflatable Hippo waterslide, pedal cart rentals, basketball, volleyball, general store, mini golf, recreation hall, arcade and games room, community fire pit, and much more. To learn more, visit [jellystoneniagara.ca](http://jellystoneniagara.ca).



# Network News



## New Improvements Completed at Two Coast Resorts

After changing ownership in fall 2017, the maintenance and construction crews have been busy at **Hideaway Ponds RV Resort – Ocean Canyon Properties** in Gibson, LA, and **Sunrise Adventures – Ridgeview Resort** in Bullhead City, AZ. In just six short months, the Ocean Canyon Properties team at Hideaway Ponds built a new Welcome Center at the entrance, added four new cottages, improved the roads, installed large covered porches on five rental park models, centralized the children's playground and added climbing equipment and swings, planned a full activities schedule, and cleaned the entire resort. They are currently working on completing interior renovations of their five rental park models. Colorado River Adventures recently acquired Sunrise Adventures - Ridgeview Resort, and their team has been busy updating the clubhouse and pool area as well as repaving all of the roads within the resort.



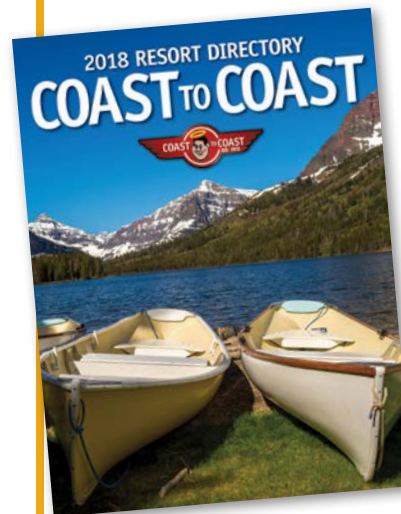
# Operations

## Time to Update your Coast Annual Directory Listing

This is the time of year when we begin work on the next annual resort directory for Coast to Coast. As a result, you will soon be receiving a notice from us to update the directory listing information for your resort(s).

The production of our annual directory is quite a lengthy and time-consuming process. However we feel it is critically important that

we provide a new directory each year to our Coast to Coast members with the most up-to-date information on every resort in our system. So if you've added an amenity, changed a rate, updated facilities, or put some new



policies in place, this is the time to share that information with us. Also if you have a new photo of your resort you want to use for your directory resort profile, please provide that to us as well.

When you receive our call or email in a few weeks requesting your update, please follow the instructions on the directory update form we send to you. Or you can email your update and any new resort photos to us at [Directory@CoastResorts.com](mailto:Directory@CoastResorts.com).

## Making Cabin Rentals Easier for Members

We are pleased to announce that Coast has added a new Cabin Rental Page to our member website, CoastResorts.com. With many of you selling more cabin/cottage memberships, we wanted to be sure Coast is providing support for your sales efforts by promoting Coast network cabin rentals.



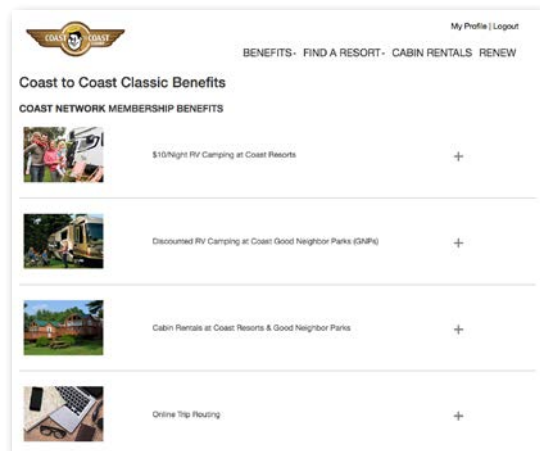
The new cabin page features rotating images of available cabin rentals from 14 different Coast resorts as well as the new two-minute Coast "How to Book Rental Accommodations" video. It also contains a printable PDF of our new 2018 Coast Cabin Directory. This is the same rental directory found in the 2018 Coast Annual Resort Directory, but we have given it a cover and added step-by-step instructions to book cabins at participating resorts. The Deluxe and Premier member cabin web pages also have a link for Hopaway Holiday Weekly Outdoor Resort Rentals, as Deluxe and Premier members have access to even more cabin rental inventory through Hopaway Holiday.

As another way to improve our promotion of cabin rentals, the new Coast "How to Book Rental Accommodations" video is now accessible from a call-out box on the lower left corner of the main CoastResorts.com home page and via a link listed in the "Reservations" box. This video, filled with both interior and exterior photos of cabin inventory available from Coast affiliates, is sure to impress your prospects or new cabin/cottage members. When members are logged in, the cabin page is accessible from a "Cabin Rentals" link on the main navigation bar at the top of their home page.

We hope this new Coast cabin rental page on the Coast website and new cabin video are helpful to your sales and marketing efforts. We welcome your feedback regarding these changes so please email us at [CCRPresident@CoastResorts.com](mailto:CCRPresident@CoastResorts.com) with any comments or questions.

## Improved Member Benefits pages on CoastResorts.com

Coast to Coast is pleased to announce that we've made it even easier for Coast members to access all of their exciting member benefits online at CoastResorts.com/benefits. We recently made enhancements to our Member Benefits pages on CoastResorts.com for each member type to make the web pages easier to navigate. They are also more user-friendly and engaging with colorful photos and easy-to-read headings for each benefit. Members can click on the plus sign next to each benefit heading to expand the listing and learn more about that specific member benefit, read detailed instructions on how to use the benefit, and find important phone numbers. To review the new and improved member benefits pages, go to [CoastResorts.com/benefits](http://CoastResorts.com/benefits) and sign in to view a list of the member benefits for your membership type. Again, we always welcome your feedback so please email us at [CCRPresident@CoastResorts.com](mailto:CCRPresident@CoastResorts.com) with any comments or questions.



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