

CLUB TALK

A newsletter for members of the Amber Vacation Club (AVC). AVC is dedicated to providing quality accommodations, flexibility of exchange, and the enjoyment of vacation ownership.

SMOKIES STRONG!

Smokies Strong is the message that rings through our community after devastating wildfires raged through Sevier County on November 28, 2016. That night will never be forgotten by those affected.



OAKMONT



SUNRISE RIDGE RESORT

GET THE FACTS

Know your AVC rules and regulations

■ Read your notices

Timing is crucial for booking specific dates and expired points cannot be refunded

■ Usage window

365 days prior to deeded week and 365 days following deeded week
Scheduling and Reserved dates must fall prior to points expiration date

■ Reservation Requests

Only owners may make reservation requests - \$20 fee required for guest confirmations

■ Holiday Dates

Limited -requests at 30 days for non-holiday owners) Owner rental units may or may not be available through out (90 days for non-holiday requests)



ALHAMBRA

■ RESORT REPORT

TREE TOPS RESORT

The days that followed the fire were filled with emotion... sadness, fear, concern, exhaustion, and thankfulness. There were so many unanswered questions, so much to process, and all we could do was wait. This firestorm had knocked our community to its knees but we would not let it beat us. I'll never be able to put into words the overwhelming response of love and concern from so many people. They came in from everywhere to help those in need. I was reminded that there is still good in this world.

The day after the fire, we pulled ourselves together and went into action. A small team of employees worked from our corporate office in Sevierville, answering hundreds of calls from our concerned owners and organizing as to where to begin.

Due to continuing hazards, the City of Gatlinburg did not allow access to the town for almost a week. Once we were allowed to go to Tree Tops, the extent of the damage was shocking.

Buildings 4, 7, 8, 9 and the amenities located near them were not touched but Buildings 1, 2, 3, 5 & 6, 15 Treelofts and their amenities were a total loss. The check in office, flex reservation office, and Manager's offices were destroyed. All of the computers,

Continued on Page 3



OUR RESORTS



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Dwight Galloway, General Manager

LETTER FROM THE COO

The Great Smoky Mountain wildfires of November, 2016 will long be remembered by residents of Gatlinburg, Pigeon Forge and tourists who were visiting. The fires affected 17,904 acres of the national park and was determined to be caused by arson, with two juveniles having been charged.

There were at least 14,000 residents and tourists evacuated, over 2400 buildings destroyed, 134 injuries and 14 recorded fatalities. Up to 90 mile per hour winds certainly added to the widespread devastation.

Specifically both Sunrise Ridge and Oakmont resorts were unharmed; however TreeTops did not fare as well. Of the 157 vacation homes, 68 were completely destroyed. (Please see Karrie Newsome's report in this issue).

The reaction of first responders, local and state governments, thousands of volunteers and the telethons organized by locals Kenny

Chesney and Dolly Parton, were beyond commendable.

Rebuilding in many areas is underway and both Gatlinburg and Pigeon Forge are open for business. Unless you venture out of the downtown areas you should not notice a difference.

On a much happier note, please find the article and pictures of the new Sunrise Ridge "Fun Center" with indoor and outdoor games and social areas. It is sure to excite the entire family. One of the best parts of course is the price of admission is to simply display your room card (key) to one of the recreation attendants. Let us know what you think.

We are very optimistic about this year and Amber Group is looking forward to your visit at any of our Amber Vacation Club resorts.

L. Nicolas Gray
COO, Amber Group, Inc

IN MEMORY OF TOM MOSSER

Tom Mosser, founder, President, CEO of Amber Group, Inc. and my very best friend of over 45 years, passed away peacefully on October 2nd, 2016, at the age of 64.

Tom was born in Kent, Ohio, to Robert and Irene Mosser. He graduated from Walsh Jesuit High School in Cuyahoga Falls, Ohio in 1969, and attended Kent State University before establishing a successful career in hospitality. Tom moved to East Tennessee in 1978, where he met Connie J. Matthews. He and Connie were married in 1984, in Knoxville, and they established their family in Seymour.

His family and friends remember Tom as a generous, instructive leader who



Tom Mosser, founder of Amber Group, Inc.

encouraged them to think for themselves and pursue their goals with unrelenting determination and self-assuredness.

Tom was a loving man who enjoyed hosting and entertaining his friends and family. His passions included storytelling, horses, football, baseball, travel, celebrating his

Italian-American heritage, and making sure the needs and wants of his friends and family were always met. He held a strong belief in Christ and shared blessings of generosity and joy wherever he went.

Tom is survived by his; wife Connie, and children Daniel/Krystle, and Christina, and siblings Jeff Mosser, Roberta Mosser, Christine/Larry Doster and Heather/Andy Knapp.

Tom, will be missed by all who knew him. The family would like to thank everyone who loved Tom during his life. Special thanks to the folks who helped during his final days for their effort, care and dedication.

L. Nicolas Gray
COO, Amber Group, Inc



Rear view building 5,6 indoor pool before the fire



Pedestal loft area before the fire



RESORT REPORT

Continued from Page 1

the phone system, and administrative information were lost as well. Plans were formed and put into action and the staff began to return to the resort to help as needed.

We were determined to re-open by March 17th and there were many obstacles to overcome. We had to restore power, water, phone services, cable services, elevator service, and the list went on and on. Each day



brought its own new set of problems — if it could go wrong, it did. While it was a lengthy and grueling process,

one by one, our team responded.

So much credit goes to our staff who worked tirelessly and beat the odds. We officially re-opened our doors on March 1st! We were thrilled to welcome our first owners back to the resort on March 3rd.

With all the loss we experienced, we still managed to complete some of the projects that were planned for 2017!

Completed projects so far in 2017:

- Sofa, love seats and recliners in building 4 were replaced
- The walkway facades on buildings 4, 7, 8, and 9 were repaired
- Mattresses in buildings 7 and 8 were replaced

The rebuilding of the 15 Treelofts is well underway and should be finished by the end of this year. Construction

on Buildings 5 & 6 will commence in the next three weeks and are scheduled to be finished during the first quarter of 2018. We anticipate the entire rebuilding process to be completed by the end of 2018.

Over the last few months, the staff has had the pleasure of speaking to so many of you. We have enjoyed hearing your stories and are so proud to have you in our Tree Tops family. We look forward to creating more memories together in the years to come! “Like a Phoenix we will rise from the ashes”, and rise we shall!

We are rebuilding, strong as ever, surrounded with love.
#SmokiesStrong

Karrie Newsome
General Manager

RESORT REPORT

OAKMONT RESORT

It began with wildfires at Chimney Tops trail accompanied with 90 mile per hour winds which spread the devastation into Gatlinburg. While heart-broken — we are not broken. Instead we look forward to rebuilding and growing stronger. The good news is no Pigeon Forge businesses were harmed. However, the National Park had a tougher time.

The following are some notable facts compiled by Pigeon Forge.com:



- 11,410 acres within the park were burned which represents 2% of the total 522,076 acres.
- The November fire happened outside the growing season when most vegetation was dormant.
- The fire occurred outside of the spawning season, so effects on our 19 species of fish are thought to be minor.
- It is felt that most wildlife had the ability to burrow, flee or fly with anticipated losses being low.
- Historical structures were undamaged.
- Less than 31 miles of the parks total 848 trail miles were damaged and only 4 trails will have indefinite closures: Chimney Tops, Bull Head, Sugarland Mountain and Rough Creek.

Following the fires, Oakmont owners and visitors blessed us with their support, donations and love.

Other Progress of note:

The Oakmont staff worked very hard during the first quarter, 2017. We were able to complete our refurbishment with all 148 units, featuring packages which include reclining love seats and fireplace entertainment centers. Buildings 6 and 7 received energy efficient windows and building 6 was freshly painted. The pools received major face lifts and new equipment for the exercise room. Please come visit, shop, dine, hike and picnic and keep us as part of your future vacations.

We are safe, healthy, and ready to welcome you back!

Sandy Cole
General Manager



RESORT REPORT

SUNRISE RIDGE RESORT

Once again we are kicking off another busy season in Pigeon Forge – as I write, spring breakers are among us – but we must begin by sharing our wildfire stories.

We wish to thank everyone who called in the days following the fire to check on the employees and the resort, the calls numbered in the hundreds. We had several owners and RCI members that called to donate their weeks to the fire victims.

Sunrise Ridge was blessed in many ways during and after the fire. The resort suffered only minor wind damage but the big story was that we were able to reach out and help a couple of local families. Their homes had been totally destroyed by the Gatlinburg fire. They had lost so much, pets, vehicles – practically everything but the clothes on their backs.

With the help of Melinda Manning (the manager of Amber Vacation Club) and her staff, we were able to free up inventory to accommodate these families for several weeks. We are happy to report that both families have been able to purchase homes and are slowly rebuilding their lives.



The support and donations from the entire East Tennessee community towards the fire relief has been unprecedented. We are very fortunate to live among so many generous individuals and organizations.

As many of you know, the winter was mild which allowed us to continue with the exterior pedestal home improvements. After twenty years of abuse from mother nature, they are showing their age. It is a time consuming process to replace siding, decking, and trim. So far we have completed 11 of the 17 single key pedestals and hope to complete a couple more homes before occupancy makes it impossible to continue.

The landscaping at the entrance of the resort has been redone to include a variety of colorful perennial plants and stone. Hopefully this will help with vehicular visibility entering and exiting the resort and cut down on labor cost maintaining this area.

The replacement of failed shower stall pans and tubs has continued on an as needed basis. The kitchen appliance replacement is also on going, having completed the last 40

CALENDAR OF EVENTS



FLORIDA

March 1-May 29

Epcot Flower & Garden Festival

March 1-May 29

Sounds of Summer at Epcot

April 21-April 30

Florida Film Festival

June 17

The Festival of The Sea Orlando

July 4

Fireworks at Kissimmee Lake Front

Aug 31-Nov 13

Epcot Food and Wine Festival

Sept 15-Nov 4

Halloween Horror Night at Universal

Sept 15-Nov 4

Mickey's Not so Scary Halloween

Sept 8- Sept 9

Night of Joy

Oct 21-Oct 22

Oktoberfest at Celebration

Nov 25-Dec 31

Now Snowing at Celebration

Nov 18-Jan 1

ICE at Gaylord Palms

Nov 25-Dec 31

Candlelight Procession at Epcot

Nov 7-Dec 22

Mickey's Very Merry Christmas

Dec 3-Jan 3

Grinchmas at Universal

Dec 4-Jan 3

Macy's Holiday Parade at Universal

Dec 31

New Year's Eve at City Walk

TENNESSEE

April 6

Pigeon Forge Spring Rod Run

April 11

67th Annual Spring
Wildfire Pilgrimage

April 22

Youth East Alliance Volleyball

May 1

Christian Country Expo

May 4

Yellow Mustang Registry

May 5

32nd Annual Dolly's Homecoming
Parade

May 9

Annual Wilderness Wildlife Week

May 13

Kerbela Shrine Fun Fest Parade

May 18

Chevy Classic Round-Up Car Show

June 1

Synchronous Fireflies Elkmont

June 2

Pontiac's in Pigeon Forge

July 4

27th Annual Patriot Festival

July 17

SEAA Girl's Fast Pitch World Series

Aug 5

Smoky Mountain Cornhole
Tournament & Stringtime

Aug 25

Great Smoky Mountain Jeep
Invasion

Sept 1

Craft Show

Sept 8

Shades of the Past Rod Run

Sept 14

Pigeon Forge Rod Run

Sept 24

National Quartet Convention

Sept 30

Pigeon Forge Rotary Crafts Festival

Oct 26

Spooktacular Halloween Event

Nov 6

Sevierville's 28th Annual Winterfest
Kickoff

Nov 7

Pigeon Forge's 28th Annual
Winterfest Kickoff

Nov 8

Gatlinburg's Winter Magic Kickoff
& Chili Cookoff

Nov 17

Hearts on Fire conference in prayer
the LeConte Center

Dec 01

Fantasy of Lights Christmas Parade
2017 Gatlinburg

Dec 02

Sevierville's 55th annual Christmas
Parade

Dec 31

New Year's Eve 2017 Ball Drop &
Fireworks show Gatlinburg

units in building 3 with stainless steel and are continuing to the lower pedestals. This has been the most popular upgrade mentioned by our guests and has also reflected a considerable savings in replacement parts and labor.

We had budgeted for kitchen upgrades in building 2. This included

new cabinets and new LVT flooring. Unfortunately, we have delayed this until the coming fall and winter season.

The indoor pool is scheduled for resurfacing this spring as soon as the weather permits we will open the outdoor pools.

As always the Sunrise Ridge staff

looks forward to hosting you for a relaxing vacation. We encourage your input and please use our web page ambervacations.com or email me at dlg@ambervacations.com

Dwight Galloway
General Manager



Pandora, The World of Avatar Land

RESORT REPORT

ALHAMBRA RESORT

Greetings from Alhambra! This year the swimming pool is receiving some necessary repairs to the tile along the edges of the pool, which will include fresh paint to the pool deck, table umbrellas and new cushions for the deck chairs.

I have had multiple requests to add a driving range net as an amenity. After some research, we have opted for a 10ft. by 10ft. range that will be placed between the side of building 6 and the fence adjacent to the golf course.

In April, our final payment for recent interior renovations was made to Colebrook. As a result, we should be able to begin replenishing our reserve finds which will be evident in future budgets.

New attractions opening in the area:

Pandora, The World of Avatar Land, is scheduled to open this year. Guests will be transported to a visually stunning world with floating mountains and bioluminescent plants. You will experience two excursions that will push adventure to the next level; the family friendly Na'vi River Journey will send you down a sacred river hidden within the colorful rainforest and end with an unforgettable encounter with a Na'vi Shaman. Finally, the Avatar Fight of Passage will offer the jaw-dropping experience of riding a Banshee over the world of Pandora.



river hidden within the colorful rainforest and end with an unforgettable encounter with a Na'vi Shaman. Finally, the Avatar Fight of Passage will offer the jaw-dropping experience of riding a Banshee over the world of Pandora.

Universal's Volcano Bay, where the philosophy of, the Watu Islanders, "water is life and life is joy" has been embraced for centuries. You can live their way at this all new water park where thrills and relaxation flow in perfect harmony.

Miss Fortune Falls, is Disney's, Typhoon Lagoon, newest offering in a decade. A new family raft ride due to open as of this writing. This water park will have guests sit in rafts for an extended two minute floating tour through Capt. Mary Oceaneer's (treasure hunter) past and see many of her artifacts.



Universal's Volcano Bay

S. Wolstenholme
General Manager

RESORT REPORT

CASA DEL MAR RESORT

Greetings from Casa Del Mar! The resort is nearing completion of the second phase of Renovation. Casa Del Mar opened the first phase on Feb 1, 2017 to great reviews. The second phase should be completed by May 1, 2017, just in time for summer!

Some of the things you will notice immediately is the updated lobby, concierge desks and lobby restrooms.

The Mediterranean theme has been implemented throughout the resort with beautiful tiled lobby restrooms and custom made furniture in the units.



Brightly colored umbrellas dot the area around the pool and brand new BBQ grills are firing up for summer food and fun.

Casa Del Mar is the "go to" destination in Ormond Beach with its new rooms and common areas.

Root Beer Floats and Ice Cream Sundaes have been a big hit and we have a few more surprises in store for the upcoming months, including a special visit by the Easter Bunny on April 16, 2017 @ 9:00 to 10:00am. The bunny will have special treats for everyone.

The resort staff could not be happier to show off Casa's new look!

The weekly meet and greet with the Resort Managers is also becoming a standard. A great forum for voicing your ideas or concerns. "We are listening" Not to mention the free donuts & pastry! Come be a part of the excitement and hear about all the behind the scenes activities at Casa Del Mar.

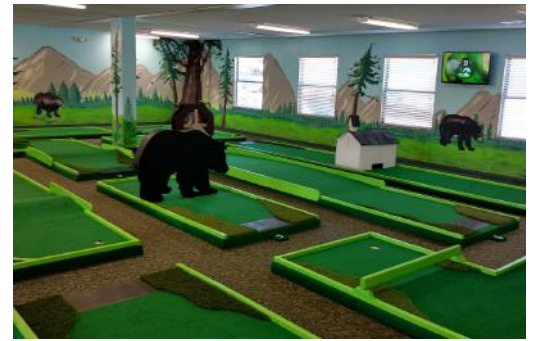
Be on the lookout for the re-opening of the lounge for summer.

Don't forget your sunglasses because "Our future is so bright we've got to wear shades"

We look forward to your visit and hope you enjoy all the changes as much as we do!

Tommy Draves
General Manager





Sunrise Ridge opens the “FUN” Center

Everyone loves having “fun”, both young and old, so that became the theme of our exciting new project for owners and guests here at Sunrise Ridge.

In December of last year, the Sunrise Condominium Association was afforded the opportunity of leasing the existing sales trailer located on the lower part of the property from the now developer Sunrise Ridge Resort Inc. After little discussion, we knew what to do with it and what to call it.

For years one of the main requests our owners and guests have had is for more on-site indoor and outdoor activities. Well now we have it!

We are officially announcing the opening of the Sunrise Ridge Recreational “FUN” Center. It even has its own logo! It has been four months in the making and we are excited.

The space is over 8000 sq ft. and plays host to the activities department which was formally located in the VIP center. As many of you remember, the old space was limited and the Monday breakfast hosted at the indoor pool was hot and crowded.

This is no longer a problem at the new center. Activities now has a spacious office for ticket sales and day trip recommendations. Also, we have a fully functional kitchen including a stage for the Monday morning breakfast as well as the other dinner

activities. The area can accommodate up to one hundred guests and is climate controlled-- What a great improvement!

But it gets better! We wanted to add an indoor 9 hole mini golf but after receiving several bids it did not seem affordable.

Enter Bob Denney. Bob has helped us with media projects in the past and gave us a great proposal for the mini golf. The theme of the course is “Putting through the Smokies”. He created a 9 hole course with obstacles ; a church from Cades Cove, a black bear, and the Old Mill Water Wheel . The walls are painted with mountains, trees and native animals and the attention to detail is great! He also created a video that plays while you putt to give you a feeling of being in the mountains.

There is a ping pong table, two billiard tables, and an air hockey table. Coming soon are a fooseball table and darts.

If the kids are into more modern games, we have two 60” flat screens with a selection of X-Box and Wii games. Outside in the coming weeks we will be adding a basketball goal, a volleyball net, and a horseshoe pit.

So far we have had great feedback from all of the guests and owners. All of this is totally free to anyone staying here!

We have added additional activities staff to keep the center open late during season.

So what are you waiting for! Book your reservation today and give the new “FUN” center a try.



Clockwise from top left: Game Table Area, Pool tables, Ping Pong, Air Hockey; Fun Center Entrance; Mini Golf Course; Kitchen Area; Social Area, Seating and Stage



Activities Department staff pictured left to right Erica Barnhart, Staff director, Carina Denney, Bobbi Jo “BJ” and Danielle Ownens



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Melinda Manning, Supervisor

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■ **NOTEWORTHY**

AMBER ELITE PROGRAM

Amber Vacation Club is pleased to announce and introduce you to our new “ELITE” level of member benefits. We believe that expanding your vacation options while saving money is something that our members will enjoy and appreciate.

The “ELITE” program does require an upgrade fee and a minimum number of annual Amber Vacation Club points to qualify. To learn more about this great value, please call our Guest Services Department at, (865) 908-6040, ext. 2618 or 2654.



Pictured, here are our first “ELITE” members, Dayton and Brenda Neil from Pratt, West Virginia.



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