

WELCOME TO
**THE CHARTER CLUB OF
MARCO BEACH®**

YOUR BEACH FRONT VACATION HOME ON MARCO ISLAND, FLORIDA



We're Glad You're Here

Welcome to the Charter Club of Marco Beach! On behalf of the staff and management we are delighted that you are spending time with us here on this beautiful island.

Be sure to keep your Resort Activities Guide handy for events and timelines. You will find everything listed from kids' activities and tennis on cushioned courts to sail boating on the tranquil gulf. Our unique activities and amenities are sure to have something of delight for everyone.

Please take a few minutes to review the guest book for information about the resort, its amenities, services provided and policies. Our Charter Club team is here to ensure you have the best possible stay! If there is anything we can do to make your experience more satisfying, please let us know.

Once again, we welcome you to the Charter Club of Marco Beach and thank you for choosing our resort. Enjoy your stay!!!

David Martella

General Manager



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700 South Collier Blvd. • Marco Island, FL 34145

Phone: 239-394-4192 • Fax: 239-39404327 • email: thecharterclub@hgv.com

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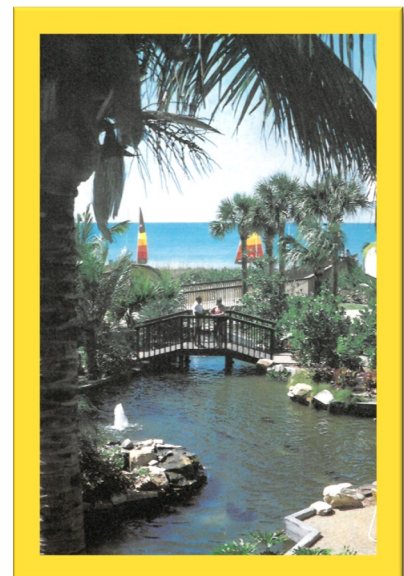
History of The Charter Club of Marco Beach

The Charter Club of Marco Beach welcomed its first guests in the fall of 1982. The North Building opened in October of 1982, and the South Building in January of 1983.

Originally, The Charter Club of Marco Beach was a joint venture between John Keller, a businessman from Illinois and Alfred McAlpine, Inc., the famous English road building company. McAlpine eventually took controlling interest and guided the resort until the timesharing owners' association took over ownership in 1992. Hilton Grand Vacations was chosen in 1993 as the management company of The Charter Club of Marco Beach and still maintains that management.

The Charter Club of Marco Beach strives to maintain the high standards that continue to be its trademark today. The resort is among a select number of locations to win the prestigious 30 Year-Gold Crown Award from Resort Condominiums International—one of 25 in the U.S. and one of 46 in the world.

In addition to its subtropical location and outstanding amenities, it's the resort's *customer first* attitude that keeps owners coming back year after year to The Charter Club of Marco Beach.



Frequent Contact Information

DIAL 911* (For Emergency Only)

EMERGENCY NUMBERS*

Marco Island Police Department	239-389-5050
Marco Island Fire Department	239-389-5040
Marco Healthcare Center	239-624-8540
Florida Marine Patrol	305-956-2500
Florida Poison Control	305-585-5250
Resort Answering Service (24 hrs)	239-649-3983

HELPFUL NUMBERS

Marco Island Airport	239-394-3355
Naples Airport	239-643-0733
SWFL Int'l Airport (RSW)	239-590-4800
Marco Island Library	239-394-3272
Marco Island Historical Museum	239-252-1440
Greater Marco Family YMCA	239-394-9622



TRANSPORTATION

Ground*

A-Action Taxi	239-394-4400
Canary	239-325-7207
Classic	239-394-1888
Amtrak	800-872-7245

Air

American Airlines	800-433-7300
Delta	800-221-1212
Frontier	801-401-9000
Jet Blue	800-538-2583
Southwest Airlines	800-435-9792
Spirit Airlines	801-401-2222
United	800-864-8331
US Airways	800-943-5436



**When calling please provide unit number*

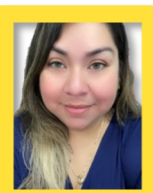
Staff & Board Contact Information

Your Staff Contact Information

David Martella
Resort Director
Extension 3002
Email: david.martella@hgv.com



Beatriz (Betty) Arriaga
Assistant Resort Manager
Extension 3003
email: beatriz.arriaga@hgv.com



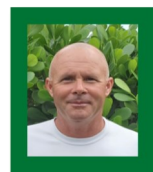
Maria (Gaby) Roquet
Housekeeping Manager
Extension 3009
email: maira.roquet@hgv.com



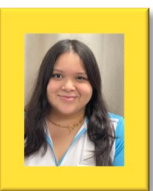
Joe Tobiasz
Maintenance Manager
Extension 3007
Email: joe.tobiasz@hgv.com



Eric Wasser
Recreation Supervisor
Extension 3008
email: eric.wasser@hgv.com



Daniela Hernandez-Garcia
Front Desk Supervisor
Extension 3004
Email: daniela.hernandez-garcia@hgv.com



Your Board of Directors Contact Information

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Vice President
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Mr. Gary Jelin (Geri)
Director
3822 Vinyard Court NE
Marietta, GA 30062
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gielin@comcast.net

Unit Telephone Numbers (direct dial)

Area Code (239)

South Building

101	642-1220	102	642-1221	103	642-1222	104	642-1223
201	642-1224	202	642-1225	203	642-1226	204	642-1227
301	642-1228	302	642-1229	303	642-1230	304	642-1231
401	642-1232	402	642-1233	403	642-1234	404	642-1235
501	642-1236	502	642-1237	503	642-1238	504	642-1239
601	642-1240	602	642-1241	603	642-1242	604	642-1243
701	642-1244	702	642-1245	703	642-1246	704	642-1247
801	642-1248	802	642-1249	803	642-1250	804	642-1251
901	642-1252	902	642-1253	903	642-1254	904	642-1255
1001	642-1256	1002	642-1257	1003	642-1258	1004	642-1259

North Building

105	642-1260	106	642-1261	107	642-1262	108	642-1263
205	642-1264	206	642-1265	207	642-1266	208	642-1267
305	642-1268	306	642-1269	307	642-1270	308	642-1271
405	642-1272	406	642-1273	407	642-1274	408	642-1275
505	642-1276	506	642-1277	507	642-1278	508	642-1279
605	642-1280	606	642-1281	607	642-1282	608	642-1283
705	642-1284	706	642-1285	707	642-1286	708	642-1287
805	642-1288	806	642-1289	807	642-1290	808	642-1291
905	642-1292	906	642-1293	907	642-1294	908	642-1295
1005	642-1296	1006	642-1297	1007	642-1298	1008	642-1299

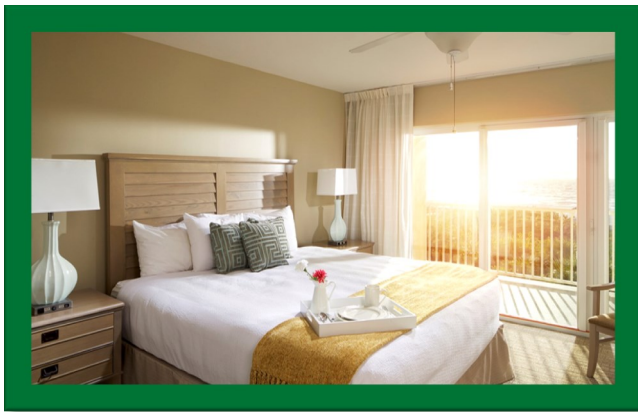
**When dialing an in-house extension, dial "2" then the unit number (except for 10th room floors, then dial the four-digit room number).*

***When dialing an outside line, dial "9" then the number you wish to dial (dial "9" then "1" if long distance).*

Check-Out Procedure

Check-Out Time

- Check-Out time is 10am
- There is a \$25.00 charge for every 15 minutes you are late leaving your unit.
- If you are leaving your unit prior to 10am, please stop by the front desk and complete a “Express Check-Out” form.
- Call the front desk if you are leaving prior to 10am on Saturday.



Helpful Check-Out Tips:

It's appreciated when checking out to:

- Load and start the dishwasher
- Place all used linens and towels in a pile on the kitchen floor
- Remove garbage and recycling from the unit
- If you have filled-out the “Express Check-Out” form, please leave your keys on the dining room table
- Tipping any staff member is appreciated

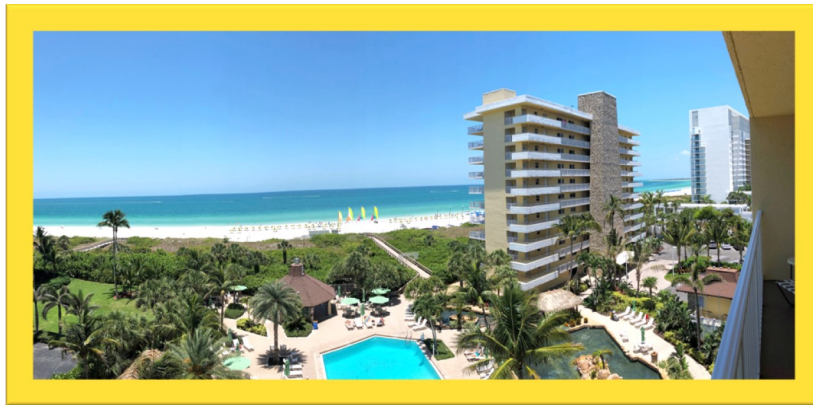
Moving to Another Unit (Move-over)

When transferring to another unit, please follow these simple guidelines:

- Be prepared to move by 10am. Once the front desk notifies you that the new unit is ready, we request that you move immediately. There will be a \$25 fee after each 30 minute period of being notified that your room is ready.
- If you plan activities for the day, we ask that you leave your cell number to be notified so that special arrangements can be made in advance for moving your belongings to your new unit.
- Pick up your new keys at the front desk. Do not enter your new unit until the front desk notifies you that it is available.



Resort Guidelines



General Information

- Office hours are 8 a.m. to 5 p.m. Sunday-Thursday, 8 a.m. to 7 p.m. Friday and from 8 a.m. to 9 p.m. Saturday. Our 24-hour on-call service is available after hours by dialing “0”.
- Security is on property after 5 p.m. to assist guests and secure the property. To contact security after hours, dial “0” and ask for security or dial 239-331-1657 to contact directly.
- Quiet hours are 10 p.m.- 8 a.m. EST. The pool, grill and activities area are closed at this time. Security **WILL** close the pool area earlier if complaints of too much noise are received.
- Check-in is at 3 p.m. to enable staff to properly prepare your unit prior to your arrival. Your room key card opens the handicapped front lobby doors and all stairwell doors.
- We are a non-smoking resort (including electronic). For your convenience smoking is permitted in only two areas: the gazebo on the clubhouse lawn and behind the barbecue pavilion. **Smoking outside of these areas will result in fines up to \$500** that will be charged to your credit card on file.
- Luggage carts are available underneath each residence building. In order to make check-in or check-out easier for everyone, please do not take carts into your unit or onto your floor until you are ready to check-in or check-out. Once unloaded, return carts to the lobby so others may use them.
- The Charter Club is a private resort for registered owners and visitors only. All visitors must register at the front desk. All unregistered guests will be asked to leave the premises.



Resort Guidelines

General Information (continued)

- Please monitor the activities of your children and teens. The resort, through various activities, has attempted to provide entertainment for them. Parents are expected to see that their children (of any age) behave in a reasonable manner. The elevators and common areas are not a playground. In some cases, they can be dangerous for unsupervised children.
- Do not lean on balcony railings. Supervise children on balconies at all times. Railings are to be kept clear of draping towels or clothing. We also ask that you do not feed any wildlife from your balcony or bring any live fish or live shells into your apartment or onto your balcony.
- We have a cleaning station on the beach. Housekeeping will gladly supply you with rags. Seashell cleaning should not be done in the unit.
- Pets are not permitted in units or on the property. Violators will be charged for any damages and extra cleaning.
- Report fires or smoke to the front desk. Take time to familiarize yourself with your nearest fire exit stairway. In the event of a fire, take your room key and exit the building. **DO NOT USE THE ELEVATORS.** Any tampering or destruction of the fire system is subject to a minimum fine of **\$1,000.**
- Per city regulation, private boats, jet skis, and trailers are not permitted on the property or beach. Please make alternative arrangements prior to your arrival. RVs up to 26 feet are allowed only with a 14-day prior authorization from the resort office. Living in a motor home on the property is prohibited.
- Recycling and Trash Removal can be located on either end of the walkway. The trash chute is at the north end of the walkway and the recycling chute is at the south end of the walkway.
- Sharps containers are available for your personal use. Should someone in your party have a condition that requires the use of hypodermic needles or other Sharps, please contact the Front Desk (ext. 0) for a Sharps container and proper disposal procedures.



Resort Guidelines



General Information (continued)

- Rollerblading, skateboarding and scooters are permitted only at the south end of the parking lot, adjacent to the tennis courts. Rollerblading, skateboarding and scooters are prohibited in pool areas, on boardwalks, balconies, walkways and hallways of the buildings and on the tennis courts.
- Children supplies such as cribs, highchairs and beach strollers are available for rent from Twinkle Twinkle Little Store at 239-262-5904 or Marco Island Baby Rentals at 239-241-8575.
- Fax services are available through the Front Desk (ext. 0).
- Library books and various games are in the clubhouse. We always welcome donations.
- Owner forms that are available at the front desk:
 - Comment to the Board
 - Flex Forms
 - Weekly Calendar
 - Alternate Guest Forms
 - Rental Contract
 - Rental Cancellation Forms
 - Sales sheet (Jeanne)
 - Change of Ownership or Title

Unit Information

- Maximum occupancy of six persons (including infants and children) are permitted in the units overnight (strictly enforced). Violators will be evicted.
- A security deposit is required upon check-in. A cleaning fine will be charged if units are left in unsatisfactory condition, including any costs of damages to the unit.
- Safes are provided in your room at no cost. Under state law, the resort is not responsible for loss of articles. Call the front desk if you are unable to open your safe.
- Please notify the office PROMPTLY of any maintenance and housekeeping problems.

Resort Guidelines

Unit Information (continued)

- Keep all doors and windows closed when running the air conditioning. Failure to do so may result in a malfunction of the system in your unit and the loss of air conditioning for a lengthy period of time. Leaving windows and doors open will cause excessive moisture in the unit causing moldy ceilings and vents. Moisture can also play a big part in freezing the air conditioning unit.
- Maid service is performed on Friday for stays of two weeks or more in the same unit. Maid Service includes changing bed linens, exchanging towels and cleaning of the unit. Additional maid service is available for additional cost.
- Maintenance and housekeeping keep extra supplies on demand (e.g. Keurig, electric tea kettle, crock-pots and makeup mirror). If there is a maintenance issue or something that is not provided in your unit, contact the front desk (ext. 0).
- Units are supplied with a starter kit. Once your initial supply is exhausted, you are responsible for purchasing additional supplies. If your stay is longer than one week, your unit will be restocked on Friday.
- Towel exchanges are done every Tuesday and Thursday from 8:45 a.m. to 10:00 a.m. at the House-keeping Room, located under the North Building.



Resort Guidelines

Pool Information (continued)

- Pool area is open 8am to dusk. There is a special kiddie pool for small children. Please shower before entering the pool or spa. Non-toilet trained children must wear swim diapers in any of our pools (swim diapers may be available at the front desk). Food and beverages are not allowed within four feet of pool or spa. No glass containers of any kind are permitted in the pool area. Diving, running, jumping, cannon balls, large floats or throwing of balls are NOT PERMITTED in the pool. Floats of any kind are not permitted in the spa.
- Pool rules are located on the east wall of the grill facing the pool. The Spa rules are located in front of the hot tub. All children younger than 12 years old must be supervised in the pool area.
- Clean up after yourself at the pool, grill, beach, and all common areas. Remove your trash and all personal items before leaving the area. Items on lounges unoccupied for 30 minutes will be removed and held at housekeeping.
- Beach towels are your responsibility and will not be replaced by housekeeping staff.

Parking Information

- Enter and exit The Charter Club only at the designated entrance and exit.
- Place parking pass on left hand side of the front dashboard to be visible for security.



Beach Activities



Sailing and Watercraft Program

- Sailing, kayaking, paddle boarding and windsurfing are available Sunday-Friday, weather permitting. (extension 3300).
- Sailing is FREE to owners, RCI and HGV Club guests.
- Lessons and sailboat rides may be arranged 24 hours in advance.
- Lessons are required unless waived by sailing personnel.
- If you are 10 minutes late for your reservation, your craft will be released.
- Minimum of two adults on Hobie Getaway (four-person maximum, including instructor).

Beach Chair Rentals

Chairs and umbrellas are available for daily or weekly rentals. Contact Paul's Beach Rentals at extension 3300.

Boating Flag System

For your convenience, a flag system is used to signal boating conditions. You can see the flag to the left of the boardwalk from your unit.

Favorable Sailing Conditions

Advanced Sailing Conditions

No Sailing

Recreation & Activities



Bicycling

Bicycles are located under the North Building and are available from 8 a.m. until 30 minutes before sunset. Bicycles must be signed out before 5 p.m., when the front desk closes.

Select the bicycle you would like to use (numbers are under the seats) then go to the front desk to obtain a key. Baskets and maps are available as well.

When finished riding, simply lock your bicycle and return the key to the front desk. A key box is available for after-hours returns in the clubhouse under the front desk.

Helmets are required by law for riders under 16 years old and recommended for all riders.

Tennis Courts

Our lighted “cushioned” tennis courts are located south of the clubhouse and are available from 8 a.m. to 10 p.m. Adjacent to the tennis courts is a har-tru bocce ball court. All equipment needed for a game of tennis, bocce, or pickleball are provided under the South Building. Sign up sheets are located under the tennis pavilion.

Tennis balls are available for purchase at the front desk.

All tennis and pickleball players are required to wear tennis shoes and shirts.

The maximum court reservation time is 90 minutes.

Make sure to turn off the tennis court lights in the evenings. Light switch is located to the left of the entrance gate.

Children 12 years or younger must be accompanied by an adult.



Fitness Center

The fitness center is available from 6 a.m. to 10 p.m. You can access the fitness center using your room key. To contact the fitness center dial extension 3300.

Shirts and tennis shoes are required. The minimum age for the fitness center is 12 years old without supervision.

Recreation & Activities

Fishing licenses are not required for children under 16 years of age. Florida residents 65 and older with a Florida driver's license do not need a license. Contact the Tax Collector's office at 239-394-6986 for additional information.



We offer a complete activities program for children and adults. **The list is included in your check-in package and posted in elevator lobbies.** Activities that have a cost will be billed to your room. Certain activities require supervision for children under the age of 12. Equipment for activities can be located under the South Building or Fitness Center. If there are any questions, please contact Recreation at extension 3300.

WHAT WE HAVE TO OFFER:

- **Volleyball**
- **Corn Hole**
- **Photo Scavenger Hunt**
- **Sunset portraits are available with Marco Island Photography. Please contact Peter Berec for scheduling at 239-642-3500.**
- **Donated Beach Toys (Located at the End of the Boardwalk on the Beach)**
- **Detailed list of activities is provided with your check in packet.**

Restaurants

American

Café De Marco	Marco Island	239-394-6262
CJ's on the Bay*	Marco Island	239-389-4511
Crazy Flamingo	Marco Island	239-642-9600
Dolphin Tiki Bar*	Marco Island	239-394-4048
Mangos*	Marco Island	239-393-2433
The Boulevard	Marco Island	239-394-2221

Seafood

Cocomo's Grill	Marco Island	239-394-3600
Kretch's	Marco Island	239-394-3433
Little Bar*	Goodland	239-394-5663
Oyster Society	Marco Island	239-394-3474
Pelican Bend*	Isles of Capri	239-394-3452
Pincher's	Marco Island	239-970-5391
Quinn's*	Marco Island	239-642-2707
Snook Inn*	Marco Island	239-394-3313

Italian

Ciao Bella	Marco Island	239-970-0505
Davide	Marco Island	239-393-2233
Davinci's	Marco Island	239-389-1888
Sale E Pepe*	Marco Island	239-393-1600



Sushi Boat For Two at Mango's Dockside Bistro

Fine Dining

Ario (JW Marriott)	Marco Island	239-642-2695
Bistro Soleil	Marco Island	239-389-0981
Fin Bistro	Marco Island	239-970-6064
Arturo's Bistro	Marco Island	239-394-7578
La Tavola	Marco Island	239-393-4960
Marco Prime	Marco Island	239-389-2333
Marek's	Marco Island	239-642-9948

Pizza

Joey D's**	Marco Island	239-389-5639
Little Caesar's	Marco Island	239-394-4422
Sami's**	Marco Island	239-389-7499

Sports Bar

Marco Is. Brewery	Marco Island	239-970-0461
Salty Dog	Marco Island	239-970-5363
Sand Bar	Marco Island	239-642-3625

Mexican

Margaritas	Marco Island	239-394-6555
Nacho Mamas	Marco Island	239-389-2222
Zsa Zsa	Marco Island	239-970-5205



Watermelon Salad at La Tavola Restaurant & Bar

*Waterfront

**Delivery

Local Attractions



Marco Golf & Garden



Dolphin Explorer

Entertainment

Marco Mystery & History	100 Palm St, Marco Island, FL 34145	(239) 394-3131
Marco Movies	599 S Collier Blvd, Marco Island, FL 34145	(239) 642-1111
Marco Golf & Garden	971 Winterberry Dr, Marco Island, FL 34145	(239) 970-0561

Health

Golf Courses	(Information available at front desk)	
Massage (In-Room)	Sue Nguyen - Masseuse	(714) 204-1143
YMCA	101 Sand Hill St, Marco Island, FL 34146	(239) 394-3144

Library/Parks/Recreation

Marco Island Library	210 S Heathwood Dr, Marco Island, FL 34145	(239) 252-7064
Marco Island Museum	180 S Heathwood Dr, Marco Island, FL 34145	(239) 252-1440
Parks	(Information available at front desk)	
Pineapple Plantation	247 N Collier Blvd, Marco Island, FL 34145	(239) 394-0514

Water Adventures

Dolphin Explorer	951 Bald Eagle Dr, Marco Island, FL 34145	(239) 642-6899
Marco Island Princess	951 Bald Eagle Dr, Marco Island, FL 34145	(239) 642-5415
Wooten's Airboat Tours	32330 Tamiami Trail E, Ochopee, FL 34141	(800) 282-2781
Paradise Cycle Tours	951 Bald Eagle Dr, Marco Island, FL 34145	(239) 300-8176
Eco Endeavors	750 Palm Point Drive, Goodland, FL 34140	(239) 877-5902
Dark Thirty Fishing Charter		(239) 289-2728

Vacation Ownership



Are You Ready to Own Your Vacation?

The Charter Club of Marco Beach is where rest, relaxation, and recreation all come together to create your perfect beach vacation year after year. Here, you will find onsite activities, a front row seat to Marco Island's famous sunsets, and all the comforts of home.

To discuss how the Charter Club of Marco Beach can be your home away from home year after year, or if you would like to list your week with us, call our Sales Agent, Jeanne Shook, today!



Jeanne Shook
Sales Associate
Extension 3005
email: jeanne.shook@hgv.com

