



March 4, 2016

Dear CSR Members,

This is an update on the reservationist change. Currently Rachel is training Shannon to take over reservations for the property. Here are a few items to help you with this change:

Always use the email address: [reservations@coralsands.ky](mailto:reservations@coralsands.ky) when requesting or otherwise. Many members over the years have used Rachel's personal email. That email will no longer work after the transition to Shannon is made on April 1, 2016.

Please understand this position is not full time and there will be times where your inquiry will not be answered until the next day. The hours vary based upon the volume of emails. Obviously, the first three months of the year are the busiest and more hours are designated for this purpose.

Plan ahead! Requesting for a consecutive year requires a prepay of the maintenance fee. Do not wait until the last minute to prepay. The credit has to show on your CSR account for the system to allow us to move forward.

Notice the new CSR account number assigned to you on your bill and always reference that account number with your inquiry to speed up the process. Your RCI Member ID has not changed.

As a side note, if you already know you will not be traveling to Coral Sands in 2016 and you are a member of RCI, email us and let us know. We will handle the banking of your 2016 week for you.

Lastly, please be patient. Shannon is new but very capable of learning the idiosyncrasies of the CSR Member base.

Thank you,

CSR Staff

[reservations@coralsands.ky](mailto:reservations@coralsands.ky)