

# FAQS

## **What are your hours of operation?**

Our Hours of operation are Monday-Thurs & Sun: 8am-5:00pm, Fri-Sat: 8am-7pm

## **What happens if I arrive to check in after the office has closed?**

Arrangements can be made prior to check in by calling (812) 936-5000 for guest who will be arriving outside of operations hours. If you unexpectedly arrive after hours, there will be a telephone number listed inside the double doors at the Villa check in office.

## **When are the maintenance fees due?**

Maintenance fees are always due on January 1<sup>st</sup> of each year. If the fees are not paid on January 1 of each year there will be a \$30 late fee added plus 1.5% interest each month on the 1<sup>st</sup> until the balance is paid.

## **Is there a payment plan offered for owners?**

Yes, please contact Mitzi to arrange a payment plan option. (812) 936-5000 or e-mail us using our Contact Us Page.

## **What if I am an owner who is past due on their maintenance fees during the week of my scheduled arrival?**

All owners must be in good standing in order to use their unit. If an owner is arriving after hours, payment arrangements must be made **prior** to arriving at the association in order for keys to be released.

## **Can owners who are past due on their maintenance, join an exchange company?**

No. All attempts to "bank" a unit that is not in good standing will be rejected by the association.

## **What happens if a relative owned the unit and passed away?**

Please send the death certificate to P.O. Box 108, French Lick, IN 47432. Mitzi will contact you with additional information.

**I am no longer able to use my unit and am no longer interested in ownership. What are my options?**

This association would be disheartened to lose your ownership so please call us so that we can collectively come up with a resolution to help you maintain ownership. Many guests sell their timeshare using many social media outlets such as eBay or Craigslist. You can give the unit away to family and friends by filling out the proper paper work at the recorder's office. Owners can advertise their timeshare unit to other owners at this association in our yearly newsletter and on our website for a fee of \$10.

Finally, this association will take back units using a divesture program. All past due maintenance fees must be paid before beginning this process. The owners first step would be to contact our attorney James Tucker at (812) 723-2313. Mr. Tucker will execute a title search to ensure that there are no liens against the unit and to ensure that the unit has not been banked with an exchange company. To proceed with the divesture, preparation of a Warranty Deed and transferring and recording the Warranty Deed in Orange County, Indiana's Auditor and Recorder's offices would need to take place. An attorney fee of \$150, out of pocket expenses of \$50, title search \$5 and \$25 for the transfer fee would all (\$230 in total) need to be made payable to Tucker and Tucker P.C. A separate check in the amount of \$1000 for red weeks and \$2000 for Blue/White weeks would need to be made payable to French Lick Villas Owners Association.

**Do you have daily cleanings of the condo?**

We do not offer daily cleanings at this association. A guest can request a mid-week cleaning for \$75. Linens are not able to be replenished throughout the week. Once a guest runs out of the starter items, they must purchase their own.

**Can owners also rent units outside of their owned week?**

Yes, owners can rent units at a discounted rate! Please call Amy in reservations at (812)936-5000 or e-mail us using our Contact Us Page for availability.

**What items are placed in units for guests upon their arrival?**

Each unit contains a starter kit that includes 10 coffee filters, 10 trash bags, 2 single load laundry packs, one small bottle of dish washing soap, 4 rolls of toilet paper, 6 soaps, and 2 boxes Kleenex. **COFFEE NOR CONDIMENTS ARE PLACED IN THE UNITS.**

**Are there any bedrooms on the first floor?**

All two bedroom units have bedrooms **ONLY** on the second floor. There are two sets of 8 steps to get to the second floor of a two-bedroom unit. This association does have one-bedroom units with bedrooms on the first floor. These units are numbered 96A-115A. Any one-bedroom unit that has the letter **B** has a bedroom on the second floor.

**Can a guest request a change in unit once they have arrived at the association?**

No. It is important that all guest who are using an exchange company be sure to inform that exchange company should you need any special accommodations. Any guest renting a unit should be sure to inquire about any special accommodation prior to confirming your vacation.

**What units on your property do not have steps in order to get into the unit?**

Please understand that French Lick is known for its rolling hills and beautiful scenery. This means that most of our units require the guest to travel steps in order to get into their unit. (This property does not have elevators) For a Saturday Check-In the following units do **not** have steps: **Villas 6-10, 11-15**. For a Friday Check-In, the following units do not have steps: **Villas 66-70, 76-80, 81-85, 86-90 and 91-95**.

**I have a mobility concern; will I be able to access my unit?**

Yes, please call the association prior to your arrival and several accessibility items will be made available to you.

**Are the Villas pet friendly?**

No. No pets are permitted on Villa property. If any evidence of a pet on property is found, there will be a \$200 charge for each occurrence. Service Pets are welcomed with accompanying documentation.

**Do you have a pool?**

Our property has a beautiful pool that is quietly nestled at the top of the Villa lodge. Our guest can also enjoy the pool and all of its amenities at the French Lick Springs Resort.