

TO ALL OUTDOOR WORLD MEMBERS WITH RESERVATIONS AT LAKE MAGIC IN FLORIDA THIS WINTER

We are pleased to announce that we have reached an agreement with ELS for use of campgrounds in Central Florida. The campsites will be for the use of Outdoor World members who have Outdoor World Orlando as part of their membership. There will now be three locations available: Lake Magic and Sherwood Forest, which have been available in the past, and Clerbrook Resort. Clerbrook is about 30-40 minutes north of Lake Magic on Highway 27. For information about Clerbrook, go to www.thousandtrails.com, Search by State/Area, and choose Florida. Clerbrook should be the first property listed.

I realize there has been a lot of uncertainty and confusion with all this and I do apologize. This will be a multi-year agreement, so we should not have to go through this again anytime soon. It has been stressful for all parties involved.

There are some other changes that are important. The number of campsites that are available at Sherwood will remain the same. The number of sites at Lake Magic will drop quite a bit and the majority of the replacement campsites will be at Clerbrook. The number of rentals will be reduced at Lake Magic, but Outdoor World members will be able to book at rentals at Thousand Trails Orlando as well as Thousand Trails Peace River.

Currently there are no more reservations available at Outdoor World Orlando. Just as in prior years, these sites filled up very fast with reservations from those members who have the ability to book a week at a time a year in advance. Since there will be fewer sites at Lake Magic than last year, we will have to move some reservations to Clerbrook.

The hope is to bring some order to what could be a disorderly process and to make sure we get everyone who has a reservation a campsite.

Those members who have reservations and would like to move their existing reservations to Clerbrook should follow the process below. (Please note: We will not be able to guarantee your reservation if you want to change the dates of your existing one.)

1. If you have internet access, you may email your requested changes to odworez@1000trails.com. This option is available until September 30th. You should have a confirmation back within two business days. There is a form on the third page of this document that asks for all the information we will need.
2. You may fill out the attached form and **fax** it to: **815 366-8211**. You will have to notify us how you want your confirmation returned. This option is also available until September 30th. If you are currently at one of our campgrounds please take the form to the office and they will be happy to fax it for you.
3. The third option will be to call Member Reservations at **1-800-588-2221**. This option **will only become available September 10th** and will continue until all reservations have been moved to the appropriate properties. Due to the way we have to move the reservations you may not get immediate confirmation. The reservation group will contact you with your confirmation.

Please **do not** try to use STARS or on-line reservations to make a change. You could lose your reservation.

Now for the hardest part: If we do not get enough volunteers, we will have to start moving reservations from Lake Magic to Clerbrook. Until we know how many volunteers we get, we are unable to tell you how many of your reservations we can honor at Lake Magic.

Again, I am sorry for the confusion and the tardiness in getting this resolved.

Sincerely,

Mike Nichols
Eastern Region Vice President

**REQUEST TO CHANGE CAMPSITE RESERVATIONS FROM
LAKE MAGIC TO CLERBROOK**

Member's Name: _____

Membership Number: _____

Current Reservations to be moved to Clerbrook:

Reservation Number	Dates of Reservations
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____

PLEASE PROVIDE YOUR CONTACT INFORMATION BELOW SO WE CAN CONFIRM WITH YOU:

Name: _____

Address: _____

Phone Number: _____ Secondary Phone Number: _____

Email address: _____

