

HARLEQUIN
HOTELS & RESORTS



SOFT LAUNCH OF
BUCCAMENT BAY RESORT
OPENED ON 13TH AUGUST 2010

Newsletter

October 2010, Issue 7

WELCOME MESSAGE

A very warm welcome to Harlequin Hotels & Resorts' latest newsletter. My apologies for the delay in producing this issue of our newsletter – as you can imagine, this year has been one of excitement and hard work in preparation for the opening of Phase 1 of Buccament Bay Resort, St Vincent & The Grenadines. I am delighted to report that expectations have been exceeded and we have been forced to close bookings for the next 3 months as the resort is now fully booked for the rest of the year.

Looking back to my first glimpse of this breathtakingly beautiful spot, I knew immediately that it was the perfect site for a 5 star luxury resort and to see all my ideas and plans come to fruition I find truly remarkable.

It is also a huge credit to the many individuals who have worked tirelessly towards this goal; I am extremely proud and would like to extend my sincerest thanks to everyone involved.

Moving forwards, Buccament Bay Resort provides tangible proof that we have an exceptional brand and concept, as well as solid evidence of a transparent and robust business model, to the obvious benefit of all our stakeholders involved in current and future developments.

The last few months have been hectic to say the least. The pre-opening launch event of Buccament Bay Resort held at Wembley Stadium on the 24th and 25th April was magnificent, with over 2,500 guests in attendance, and was well-received by the press and industry representatives.

On a more general note, the level of interest and subsequent sales of the new Pat Cash Tennis Hotel rooms and villas has been very buoyant, and we believe that the further dimension provided by speciality-themed properties like these creates added value for holiday-makers and investors alike.

I am also very pleased to announce that the recruitment of the finest calibre staff from the most highly-regarded hotels and resorts in the world has been extremely successful and the management team at Buccament Bay Resort, combined with Harlequin Hotels & Resorts unique training programme, are delivering the highest standards in hospitality and service and will ensure that these are maintained ongoing.

Finishing touches and finer details are now the order of the day, with our galleon ship, The Pearl, arriving shortly at its new home at Buccament Bay Resort where our first guests will be able to enjoy a glass of Harlequin Hotels & Resorts specially commissioned Australian wine whilst viewing a spectacular Caribbean sunset after a restful or activity filled day.

What could be better?

I hope you enjoyed a wonderful summer!

Best wishes

Dave Ames



First guests arrive on the opening day of the resort, 13th August 2010

BUCCAMENT BAY RESORT OPENED TO THE FIRST GUESTS ON 13TH AUGUST 2010

The first guests arrived at Buccament Bay Resort on Friday 13th August 2010. This was a momentous occasion for the team at Harlequin Hotels & Resorts, Harlequin Developments and Buccament Bay Resort as well as for all the investors in Harlequin's properties – the realisation of a dream and what we hope will be a truly excellent return on investment.

The resort opened with 68 rooms in one, two and four bedroom villas (formerly called cabanas), two temporary restaurants called Bamboo and Bay View situated adjacent to the resort and accessed via a new bridge installed over the Buccament River, and equipped with all the furnishings and fittings that will be used in the final restaurants, massages on the beach, lots of boat trips, diving and watersports activities and a stunning white sand beach. The entrance to the resort is via the bridge and guests are welcomed with fresh coconuts and rum punch and then

taken to the Clubhouse to register and receive the key cards for their rooms.

The beach has been greatly extended from the original beach at Buccament Bay and 8 tonnes of white sand from Guyana has been used.

Construction is still ongoing and during the first weeks guest were very understanding of the finishing that was still underway in and around their accommodation. The resort is progressing daily with the planting and water features now reaching the final stages of completion.



Bridge to Buccament Bay Resort

Dave Ames and the Prime Minister,
The Rt. Hon. Ralph Gonsalves at
Buccament Bay Resort



*"All the boat trips
have been fantastic"*

Linda Ockenden

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Guest Kayaking at Buccament Bay Resort



View from villa overlooking the landscaped gardens & pond



Massage gazebo on the beach



Twin bedroom

"The staff are fantastic, very helpful, can't do enough for you"

Brian & Sarah Strange

In the following weeks the spa, fitness centre, artificial football pitch and tennis courts have been completed and are now in use.

Rather than Harlequin tell you about what the Buccament Bay Resort is like, we thought we would give you the guests' impressions during the first week of opening. The guests were all investors with their families and friends.

Praise for the resort started with its stunning situation. Gavin & Catherine Chapman said that the "The setting is beautiful." Kuldip Gill commented "The resort is surrounded by lush greenery and is in a wonderful location."

Everyone was impressed by the quality of the resort, from the design and construction through to the finer details. Kuldip Gill was delighted and said "Buccament Bay Resort looks 5 star from the minute you arrive." Linda Ockenden said "The resort has a quality of its own, a special ambience. It is very relaxing and is 5 star even though it's not yet complete."

The one thing that stands out above everything else for the guests and deserves the most praise is the superb service and excellent staff. Here is a selection of their comments "really accommodating" "enthusiastic" "proactive" "polite" "lovely" "friendly" "faultless" "always willing to help" and "always trying to improve your holiday experience"

"The trips are brilliant – the children have a ball"

Claire & Simon Chapman

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View from the beach



Pat Cash coaching guests at the Pat Cash Tennis Academy



Bay View Restaurant



Double bedroom

"The setting is beautiful"

Gavin & Catherine Chapman

"Service is above 5 star. The staff to guest ratio ensures service is excellent and proactive. The training of staff must have been excellent. We are impressed that they remember our names. They are always polite. The management team is phenomenal. The staff do everything to make sure the guests are happy." Richard & Julie Hipkiss

"Great music at the evening entertainment"

Linda Ockenden

"The service is great, the staff friendly. It is evident that Harlequin have put the right team in place to manage the resort. The leadership team is very strong and they have been visible at all times. The people of St Vincent are polite, very friendly and warm. The staff are proud to work at Buccament Bay Resort." Kuldip Gill

"Housekeeping staff are excellent and very thoughtful." Richard & Julie Hipkiss

Claire & Simon Chapman commented "The staff are impeccable; they bend over backwards and can't do enough for you. Housekeeping is fantastic and all the staff are friendly and are proactive. They always ask if you need anything." Gavin & Catherine Chapman said "The staff and management team are excellent and very helpful. They listen and take things on board."

"Whatever you want the staff will get it for you." Craig & Natalie Donovan

There were lots of compliments about the beautifully appointed interiors. They were described as "luxurious" "spacious" "fitted with everything you'd expect in a 5 star resort and more".



Buccament Bay Resort beach front

"The resort is surrounded by lush greenery and is in a beautiful location"

Kuldip Gill

Wendy & Keith Waterman said they admired the "chic colonial style of furniture" and said the "décor and quality of finish is amazing" and Linda Ockenden commented "5 star quality is evident in the service and room furnishings." Craig & Natalie Donovan commented that "The furniture is top quality both inside the rooms and on the deck." and Richard & Julie Hipkiss said "The furnishings are superb; the walk-in wardrobe is fantastic." Kuldip Gill enthused "The bed is the most comfortable I've ever slept in – and I've stayed in some of the big 5 star hotels around the world. Bathrooms are nicely decorated and the showers are excellent, with a choice of overhead shower and hand held attachment, and the towels are supersoft."

The food was praised for its quality and presentation, with comments ranging from fantastic to superb. The beach barbecue, which serves prime American steaks, succulent lobsters and delicious fish, was appreciated by all.

Richard Marshall commented "The food is of excellent quality and the restaurants are very clean." and Kuldip Gill was delighted with the "Excellent choice of delicious cocktails, both alcoholic and non-alcoholic."

Many guests described dining in the restaurants as a 5 star experience and "everyone, including the kids, enjoyed the evening meals tremendously."

"Housekeeping staff are excellent and very thoughtful"

Richard & Julie Hipkiss



Yoga on the beach



Cuisine from Buccament Bay Resorts Restaurants



Lesson at Liverpool Football Club Soccer School on the new artificial pitch

"Whatever you want the staff will get it for you"

Craig & Natalie Donovan

"The restaurant is always happy to cook something special for children." Craig & Natalie Donovan

Each evening offers different entertainment in the Bay View restaurant, and special comments were made about the Caribbean evening which was described as "brilliant with a good mix of music and the dance act was enjoyable for both adults and children."

Linda Ockenden commented that "The resort has activities which cater for families, couples and singles."

All the guests enjoyed the sunset cruise on the catamaran which provided them with an opportunity to get together over a beer or rum punch while looking out for dolphins just outside Buccament Bay and watching for the 'green flash' as the sun goes down.

Richard & Julie Hipkiss took advantage of the excursions offered to explore the islands of St Vincent & The Grenadines. They enjoyed the Vermont Nature Trail with a hike through the rainforest led by the resorts fitness instructor. They also accomplished the more strenuous climb up the island's active volcano, La Soufriere, and commented "The local guides are very informative about the culture, villages and nature. There are interesting trees and fruit, hummingbirds and parrots to see."

A visit to the Bequia Turtle Sanctuary was described as "A great day out. It includes a boat trip and jeep ride."

Many guests took advantage of the Watersports & Diving activities provided by Indigo Dive at Buccament Bay Resort. "There are fantastic places to snorkel close by to the resort." "The watersports team are amazing."

For those guests who just wanted to kick back and relax, they could take advantage of the stunning white sand beach and comfortable sun loungers. Massages on the beach proved popular and were enjoyed by all who had this experience. "The masseuse made you feel very relaxed and it was lovely to have a massage on the beach." Craig & Natalie Donovan

For in room entertainment children were delighted with "a great selection of computer games & DVDs"

The Little Harlequins Kids Club was used by Craig & Natalie Donovan who were very impressed with the staff. "The carers are well-trained and professional. Fantastic with the children. Very friendly and accommodating."

Linda Ockenden was full of praise for the island and people "I have visited many islands in the Caribbean and St Vincent is by far the prettiest and has the most friendly people. I am proud to be investing in the lives of the people of St Vincent. It is a wonderful opportunity."

Gavin & Catherine Chapman were one of several investors who said they were "confident that Buccament Bay Resort will be a 5 star resort and that they were excited about their investment." and Claire and Simon Chapman said "Buccament Bay Resort is absolutely phenomenal – a superb development that has reinforced my belief in Harlequin. It is a 5 star resort. Once everything is open it will be fantastic – what we have seen has given us confidence in our investment – the quality of build, stunning location and outstanding service."

The one thing that stands out above everything else for the guests and deserves the most praise is the superb service and excellent staff. Here is a selection of comments "really accommodating" "enthusiastic" "proactive" "polite" "lovely" "friendly" "faultless" "always willing to help" and "always trying to improve your holiday experience"

NEWS

Pat Cash Wins the Senior Gentlemen's Invitational Doubles at Wimbledon

Pat Cash with his doubles partner and fellow Australian, Mark Woodforde, defeated Jeremy Bates and Anders Yarryd – 6-2, 7-6(5) – in the Senior Gentlemen's Invitational Doubles final at Wimbledon on 4th July 2010.

Following the match, Pat presented the tennis racquet he played with to Harlequin Hotels & Resorts. This will take pride of place in the first Pat Cash Tennis Hotel which will be built at Buccament Bay Resort in St Vincent & The Grenadines.



FAR LEFT Gentlemen's Senior
Invitation doubles winners
Pat Cash & Mark Woodforde

LEFT Jeremy Bates, Anders Yarryd,
Pat Cash, Mark Woodforde

Future Resorts

Harlequin is currently finalising plans for its other resorts, now that its first resort, Buccament Bay Resort, is open.

The designs for each of the 3 resorts in the Dominican Republic – Las Canas, The Hideaway and Two Rivers – are approved and Harlequin is currently reviewing bids from local and international construction companies to select a construction company to undertake the build of these resorts.

Pre-build work has already commenced with the landscaping of the entrance areas for The Hideaway and Two Rivers. Site set up for these resorts has also been progressed. Levelling of the land at Two Rivers prior to the start of construction is well-underway.

Phase 1 of the Marquis Estate will deliver the Gary Player Signature Golf Course and the Gary Player Hotel. Harlequin and the Gary Player Group have agreed the Master Plan and detailed drawings of the Golf Course and are currently discussing contracts with the architects who will create the detailed specifications of the properties.

Meetings are now taking place with West Paces hotel group and Gary Player Group to set up detailed schedules of the commencement of scoping studies and environmental impact assessment reports which are necessary in order to enable the start of construction.





THE MERRICKS RESORT
BARBADOS

GROUNDBREAKING CEREMONY
FOR THE MERRICKS RESORT
IN BARBADOS



ABOVE Dave Ames and Pat Cash making the first mark at the Groundbreaking ceremony



ABOVE RIGHT View overlooking the ocean from The Merricks Resort



ABOVE Dave Ames speaking at the Groundbreaking ceremony

On the 29th September 2010 Dave Ames and senior managers from Harlequin Hotels & Resorts were joined by 120 people from Barbados for the Groundbreaking Ceremony for The Merricks Resort on the site of the future resort at Merricks in the parish of St Philip on the east coast. The ground was blessed by local minister, The Reverend Maxwell, and then Dave Ames and Pat Cash dug the turf together to mark this momentous occasion for Harlequin Hotels & Resorts. The assembled guests were addressed by Dave Ames, Chairman of Harlequin Hotels & Resorts, Joerg Roterberg, Vice President of Operations for Harlequin Hotels & Resorts, and Glen Beache, Minister of Tourism for St Vincent & The Grenadines, who praised Harlequin for the successful opening of Buccament Bay Resort in St Vincent and its contribution to the St Vincent economy in terms of the employment of local people both during construction and ongoing for the operation of Buccament Bay Resort. In conclusion Pat Cash told how proud he is to be working with Harlequin Hotels & Resorts and how impressed he is with Buccament Bay Resort – he had just spent 4 days staying at the resort.

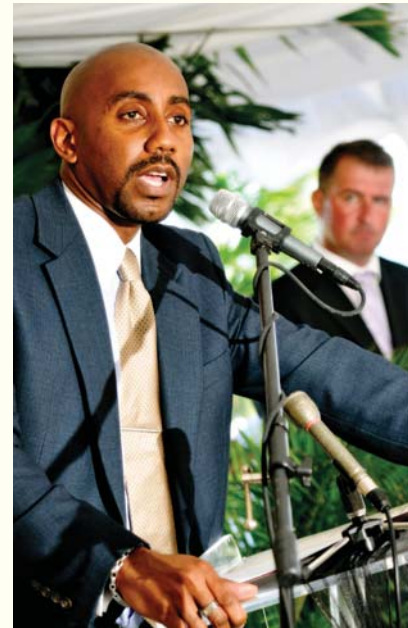
Amongst the guests at the ceremony were leading figures from the local business community including Sir Charles Williams and Bernie Weatherhead, members of the Town & Country Development Planning Office and Coastal Zone Management Unit. Several tour operators sent their local representatives to the ceremony – St James Travel, Carrier Island, Virgin Holidays, ITC Classics, TUI, Trail Finders, Caribbean Hotels Online. The Caribbean Tourism Organization (CTO) was represented by Johnson JohnRose and the former minister of Tourism for Barbados, Noel Lynch, also attended. Members of the press attended including CBC Barbados, The Barbados Advocate and The Nation and coverage can be seen on the following page.



Dave Ames with the Reverend Maxwell and Pat Cash



Guests looking at the view and the CGI's



Glen Beache, Minister of Tourism for St Vincent & The Grenadines



Pat Cash addressing guests at the ceremony



Guests listening to the speeches

The resort will be situated on a stunning piece of cliff top land and it has been designed to take advantage of the spectacular vistas across the Atlantic Ocean and the rolling landscape by architect Sergio Escarfullery and his team. It will offer world class facilities including an Alaia Spa, Pat Cash Tennis Academy, Liverpool Football Club Soccer School, Harlequin Fitness Centre, several bars and restaurants including Trader Vic's and a shopping pavilion. Dave Ames stated: "The Merricks Resort is a multimillion dollar project which will be completed over three phases. We aim to have up to 1,000 construction workers on site who will be recruited locally as we did in St Vincent for the construction of Buccament Bay Resort. Once fully opened, the resort will employ over 1,000 staff, again recruited locally, to operate the hotel under the management of an international hotel management team."

David Campion, Development Director for Harlequin Developments, explained that a world class team is being created to deliver The Merricks Resort. Local Bajan Architect, Kevin Harrison, has been hired to project lead the development for Harlequin and he is engaging fellow industry experts including local and international consultants such as Adams Consulting International, BCQS, Talma Mill Studios, Baird, Richard Gill Associates Ltd as well as local contractors and suppliers to deliver this resort. Work on the site will commence at the beginning of October 2010 with the construction of several furnished show villas set within landscaped gardens adjacent to a lagoon and nature trail to give a taste of the



Guests arriving at the Groundbreaking ceremony



Pat Cash looking at CGI's of the new resort



Overlooking the beach at The Merricks Resort

quality and style that Harlequin will be delivering at The Merricks Resort. The first phase of construction for the resort will start following completion of the planning condition response process. Adams Consulting International is currently working with Harlequin Developments to meet the points raised by the planners during this final stage and we hope to have these resolved during the next few weeks. The largest issue is the limited water supply in St Philip and Harlequin is working with the Government and local authorities to find a solution to increase the supply to not only support The Merricks Resort but also to improve the situation for the local people of St Philip.

Harlequin has already shown its commitment to communicating directly with its neighbours at Merricks to keep them up to date with development progress and to respond to any queries they may have. A number of neighbours attended the ceremony and Diana Robertson from Atlantic Rising sent the following e-mail after the event:

"Thank you from the residents of Atlantic Rising, for taking the time to discuss our concerns regarding the Merricks development. Also for your generous hospitality."

Everyone at Harlequin is delighted by the attendance and positive response to this event and will report on the progress of the construction over the next months.





HARLEQUIN SPORTS ACADEMY

In February 2010 Harlequin employed Ray Coulson, an LTA qualified performance coach and ex-tennis coach, to work alongside Simon Taylor to develop the Harlequin Sports Academy. Ray has been working with Jonathan Kane, David Fairclough and Adam Flynn from Liverpool Football Club, and with Pat Cash and Andy Townsend to ensure a high quality experience for guests at the resorts.



Jonathan Kane



David Fairclough



Adam Flynn



Andy Townsend



Pat Cash

Buccament Bay Resort will be the first resort to have a Harlequin Sports Academy, and from August 2010 will have both a Pat Cash Tennis Academy and a Liverpool Football Club Soccer School, along with a Pro-Shop where guests can hire or buy equipment.

In Phase 1, The Pat Cash Tennis Academy will consist of 2 floodlit acrylic hard courts and a separate half court hitting wall. There will be a shade structure between the courts with seating for rest and refreshment between games.

Harlequin has employed James Droy, a DCA LTA Licensed UK Tennis Coach and PTR Professional, as the Head Tennis Pro at Buccament Bay Resort. James has been coaching since 2001 and has worked with all ages and abilities, from beginners to high level club players. Coaching at Buccament Bay Resort will cater for all tennis abilities with Mini Tennis for the juniors.

The Liverpool Football Club Soccer School facilities for Phase 1 will consist of a 7-a-side pitch with a separate skills and technical area. There will also be 4 different sizes of goals to accommodate different ages and to allow coaches to focus on specific areas of the game. The Harlequin Sports Academy building will accommodate locker rooms, the Pro-Shop and a lounge area and will be surrounded by a balcony which overlooks the outdoor sports' facilities.



James Droy



LIVERPOOL FOOTBALL CLUB SOCCER SCHOOL

Liverpool Football Club Soccer School Coaches Appointed

In May 2010 Adam Flynn, Head Coach of Liverpool's Soccer School in the UK, and ex Liverpool player David Fairclough, who is to oversee the Liverpool Football Club Soccer Schools at Harlequin's resorts across the Caribbean, visited St Vincent & The Grenadines to search for coaches from the island for the Liverpool Football Soccer School at Buccament Bay Resort.

A shortlist of eight applicants was put forward for assessment. Each applicant undertook a series of practical tests and was asked to coach for 30 minutes under the watchful eyes of Adam and David at the Arnos Vale National Stadium. The Honourable Minister of Sports, Youth and Culture, Mr Cecil McKie, TV crews and journalists attended. Local school children also took part in the event and dressed in the St Vincent & The Grenadines' national kit.

The applicants were then interviewed by Adam and David, who selected three to be the first coaches for the Liverpool Football Club Soccer School at Buccament Bay Resort. The successful coaches are Roger Gurley, Ralph Stowe and Ezhorne Alexander.

The day was filmed by Liverpool TV, the official club channel, for a 60 minute documentary programme about the partnership between Liverpool Football Club and Harlequin Hotels & Resorts, entitled "Caribbean Kop". After the selection the Liverpool TV film crew visited the newly appointed coaches at their homes to get their reactions and those of their proud families and to find out how this opportunity could change their lives forever. Further filming continued when the coaches were brought to Liverpool Football Club's Academy in Liverpool to be trained to coach the 'Liverpool' way. The three coaches returned to St Vincent on the 5th August and were greeted by Dave Ames, Cecil McKie and the local press.

The programme "Caribbean Kop" was aired on Liverpool TV on Saturday August 7th you can now view it via the Harlequin Property website www.harlequinproperty.co.uk.



School children in SVG kit join in the celebrations

BELOW Dave Ames with Cecil McKie press conference in St Vincent greeting Liverpool Football Club Soccer School coaches on their return from their training in Liverpool



The 3 Liverpool Football Club Soccer School Coaches, from left Roger Gurley, Ezhorne Alexander, and Ralph Stowe

PROMOTING BUCCAMENT BAY RESORT TO THE TRAVEL MEDIA



Cathy Brennan

UK PR

Cathy has extensive PR experience working for some of the top UK PR agencies and currently works for BGB Communications, the leading independent UK travel PR Agency.

She is a travel PR specialist and has worked extensively on hotels, resorts, tourist boards and airlines but also has broad experience of working in consumer PR so has lifestyle and luxury experience in a wide range of public relations and marketing disciplines including event management, talent(celeb) management and sponsorship. Cathy has worked in many sectors including agency, in-house, private and public sectors and had organised a number of Royal and VIP events.

Her focus for Harlequin Hotels & Resorts covers lifestyle, news and consumer travel, travel trade and broadcast media, working to raise the profile of both the Harlequin Hotels & Resorts brand and more specifically each of their resorts. Currently this involves extensive media relations, acting as a press officer for Harlequin Hotels & Resorts and brand building, but closer to the launch of the resort will involve press trips, media events, sponsorship and press releases about the various elements of Buccament Bay Resort.



Andria Mitsakos

USA PR

Andria has more than 15 years experience as a public relations and marketing expert in the lifestyle, travel, real estate and luxury brand industries.

Her early years were spent in Antigua, where she honed her skills in the tourism industry, learning the ins and outs of hotel operations. Managing hotel openings, PR, marketing and advertising for 10 resort properties in the Caribbean gave her the foundation on which to launch her own PR agency in 2003.

Andria Mitsakos Public Relations is a multilingual, multicultural PR agency advising on publicity, communications, events, branding and marketing. It specialises in travel, tourism and lifestyle products including resorts, residential tourism, spas, tour companies, restaurants and chefs as well as concentrations in real estate, luxury brands, beauty, fashion and entertainment.

Andria has begun to promote Buccament Bay Resort in all forms of media, including the New York Times, Condé Nast Traveller, VH1, Discovery Channel and Travel Channel. On May 3rd, she showcased Buccament Bay Resort to a long list of American Celebrities including Samuel L Jackson and Andy Garcia at the George Lopez Celebrity Golf Classic in Los Angeles.

PRESS ARTICLES FOR BUCCAMENT BAY RESORT

SOMETHING NEW

Looking for something unique for your wedding or honeymoon? There are 18 beautiful island resorts in some of the world's most romantic places. Here are one thing in common. They're all recently opened or opening soon. Check them out, and be among the first to check in.

BUCCAMENT BAY RESORT, ST. VINCENT Luxury is nothing new to the villa-strewn Grenadines, long favored by seclusion-seeking celebs and sailors looking for a luxe land break. St. Vincent is often looked at as the jumping-off point for arrivals, but that's about to change. The opening of this 368-room five-star resort brings spacious, contemporary digs and resort amenities ranging from a Pat Cash Tennis Academy to a retro-chic Trader Vic's Asian-fusion eatery. Opening January 2011, rates *unavailable at press time.*

Honeymoon Guide Destination
Weddings & Honeymoons,
November/December 2010

ABTA, September 2010
Daily Mail/Travelmail, May 2010



MailOnline

Win a fabulous all-inclusive Caribbean holiday for two

Last updated at 7:15 PM on 29th May 2010

Add to My Stories

Stay for a week at the Buccament Bay Resort on St Vincent
TravelMail has teamed up with Harlequin Hotels and Resorts to offer one lucky reader the chance to win an all-inclusive holiday for two to Buccament Bay Resort, a new destination opening later this year on the Caribbean island of St Vincent.



Enjoy a week long stay at the all-inclusive Buccament Bay Resort on the beautiful Caribbean island of St Vincent

Situated on the island's southwest coast, Buccament Bay Resort is surrounded by blue waters and beautiful beaches and boasts average temperatures of 27C. Perfect for couples who want to relax or families seeking an action-packed break, its facilities include the Pat Cash Tennis Academy, Liverpool Football Club Soccer School, Alaya Spa and Harlequin Performing Arts Academy.



Our winners will relax in the resort's stylish interiors, which boast stunning views

There's also a children's club, Little Harlequins, and a diving and watersports centre. After a day of adventure, guests can dine at a variety of eateries including Trader Vic's, Jax's steak and seafood restaurant and The Pearl, a galloon dining ship moored in the bay.

WHAT YOU CAN WIN

We are offering you the chance to win a seven-night holiday for two at Buccament Bay Resort. The prize includes a seven-night stay for two on an all-inclusive basis, return flights from the UK, and transfers to and from the resort.

CLICK HERE TO ENTER!

All entries must be received by Friday, June 4, 2010. The holiday can be taken from December 2010. Competition open to UK residents aged 18 and over. Daily Mail usual promotional rules apply.

For more information on Buccament Bay Resort, the first resort from the new luxury hotel brand Harlequin Hotels & Resorts, call 0045 888 4422 or visit www.harlequinhotelsandresorts.com

celebrity traveller

Pat Cash

WHAT IS YOUR MOST MEMORABLE HOLIDAY?

I've had quite a few. My favourite place is the Grand Canyon and its surrounding area. I used to like sitting on the beach and not doing much but I'm a bit impatient these days; I always like to be doing something.

The Grand Canyon is just so beautiful and enormous. I like the food around those parts, too, in Arizona and particularly New Mexico. I've done a couple of round trips that also take in Bryce Canyon in Utah and Las Vegas, where we stayed at the Bellagio. I'm not big on Vegas as I'm not a gambler. I've enough bad habits and, besides, I'm a sportsman so I don't like to lose.

AND YOUR WORST?

Jamaica on one of my wedding anniversaries, getting attacked and robbed. Scary stuff. I love the Caribbean though. There are so many lovely people and places. I'm opening a couple of tennis academies out there next year to go with my one on Australia's Gold Coast. It's my passion.

WHICH GADGET IS ESSENTIAL?

Music is huge for me. I've just had my iPod stolen and I'm missing it massively. Hard rock is what I like – Iron Maiden, Black Sabbath... the classic stuff. I like to take some little travel speakers with a bit of 'oomph' with me. Occasionally I'll also take my guitar.

My other great gadget is my Timex watch, which

allows me to keep the right time all over the world.

BEST BOOK?

The Power Of Now by Eckhart Tolle. It's a self-help book and very spiritual. I tend to read a lot of books like this, which is perhaps not what people expect. I'm into meditation as well. I used it a lot through my career, as well as visualisation, before going on court.

HOW DO YOU SPEND YOUR TIME ON HOLIDAY?

I love to scuba dive. I've done a lot of diving off the Barrier Reef, basing myself up the coast in Port Douglas. It's beautiful there. When I

was last there, about 10 years ago, there was really only one big hotel and the food and restaurants were great. I don't tend to dive as much now. The problem is I've got children (Daniel, 23, Mia, 21 and twins Shannon and Jett, 15) so for the past 10 years I've been doing the busy holidays. The two younger ones love playing tennis so I do that a lot with them. Other than that, we just play music and hang out, where possible on a beach with waves.

WHERE NEXT?

A safari with the family before they get too old and plenty of travel in the Caribbean combining business and pleasure. But first I'll be going back to Australia for Christmas. I always go back. I've only ever missed two. I can't stand the cold and rain at this time of year. I can't understand people who say that it's not really Christmas unless it's cold and miserable. You'd much rather have it sunny and beautiful, surely?

● Pat Cash Tennis Academies are being created at Harlequin's (www.harlequinhotelsandresorts.com) luxury five-star resorts in St Vincent & The Grenadines, Barbados, Dominican Republic and St Lucia

DUNCAN CRAIG



Daily Express

Travel Daily, March 25th

Harlequin to open hotel on St Vincent

Harlequin Hotels and Resorts has announced plans to open the first five-star resort on the Caribbean island of St Vincent. Named Buccament Bay, the resort will cater for relaxation and action-packed style holidays with facilities including the Pat Cash Tennis Academy, Liverpool Football Club Soccer School, the Alaya Spa and Harlequin Performing Arts Academy. The diving and watersports centre and marina will offer underwater experiences for visitors. Opening in July 2010, the resort is situated on the west coast of the island, just 15 minutes from the existing and proposed airports. [Click here for full story.](#)

To view the above articles in full, please go to www.harlequinhotelsandresorts.com

MARKETING BUCCAMENT BAY RESORT TO THE TRAVEL INDUSTRY

RESORT MARKETING INTERNATIONAL

Resort Marketing International, Europe's definitive hotel representation company, are representing Buccament Bay Resort to the travel industry in the UK, continental Europe and Canada. They provide a highly personalised approach to ensure that Harlequin Hotels & Resorts benefit from strong sales in these markets. Their team is built of respected members of the Travel and Tourism Industry, whose experience spans a large variety of sectors including directing hotel sales & marketing, managing Caribbean Islands national tourist offices throughout Europe & senior level roles in some of the UK's largest Tour Operators including British Airways Holidays, Kuoni and The Holiday Place. They have assigned a dedicated team working to promote Buccament Bay Resort as part of their ongoing partnership with Harlequin Hotels & Resorts to ensure a bright future in the Caribbean Hotel Industry.



Resort Marketing International have also been key in negotiating flights for guests at Buccament Bay Resort with Virgin Atlantic. They have already signed up with a number of leading tour operators which have included Buccament Bay Resort in their holiday brochures to ensure high levels of occupancy.

Kuoni & Carrier Travel

Sunset Faraway Holidays

The Holiday Place

Luxury Holidays Direct

Letsgo2.com

Virgin Holidays

Best @ Travel

Tropical Sky

Caribtours

Sun Hotels

Saga Holidays

Kenwood Travel

ITC

Dream Ticket

Destinology

Q Holidays

In Canada we are featured in the Total Vacations brochure.

TRADE PRESS ADVERTISING

We have started a strategic advertising campaign in key trade press and online trade websites to create awareness about Buccament Bay Resort.



Travel Weekly Magazine 10th September

A 4-page cover wrap about Buccament Bay Resort



Travel Trade Gazette UK Magazine 10th September

A double page spread advertorial



Touchdown flyer

A 4-page flyer was sent to every travel agency in the UK and homeworkers, UK airports and call centres.

Buccament Bay Resort has also featured in the most recent British Airways High Life magazine and September's ABTA magazine.

To view the above articles in full, please go to www.harlequinhotelsandresorts.com

THE EXECUTIVE MANAGEMENT TEAM AT



BUCCAMENT BAY RESORT

ST VINCENT & THE GRENADINES

Harlequin Hotels & Resorts has brought together a highly skilled and professional team from across the globe to manage Buccament Bay Resort. Their many years of experience will ensure the 5 Star quality and service that guests will come to expect at a Harlequin Hotels & Resorts destination.



Mark Sawkins

Mark Sawkins, General Manager

Mark is a professional hotelier with over 20 years experience at 5 star properties including The Viceroy Hotel and Resort Anguilla; The Palazzo Hotel, South Africa; many properties with 5 Star Southern Sun Hotels, South Africa; and The Marine Hermanus, member of Relais and Chateau, where as General Manager he led the hotel to be voted as number one HOTEL IN THE World 2001 by American Express for the deluxe hotel category. Mark was also responsible for leading the 5 star Sante Winelands Hotel, a Southern Sun Hotel in South Africa, to be awarded one of the 10 best HOTELS and SPAS IN THE WORLD, by Conde Nast Traveller.

Vianel Filpo, Resort Manager at Buccament Bay

Vianel is a hospitality rooms professional coming to us with 5 Star experience most recently with Gansevoort Resorts, Turks and Caicos Islands. His high level background includes Nikki Beach Resort, Turks and Caicos; St. Regis Resort, Ft. Lauderdale, Florida (opening team) ; and Mandarin Oriental New York, when he also opened the landmark Hong Kong Mandarin Oriental Hotel. Vianel's expertise in opening hotels also includes the Ian Schrager Hotels Hudson Hotel in New York and the Shore Club Hotel in South Beach, Miami Florida.



Vianel Filpo



Michael Ibrahim

Michael Ibrahim, Director Food and Beverage

Michael is a hospitality professional with over 20 years of broad based management experience in hotels and resorts, casinos, cruise ship, and airline in-flight service operations, both domestically and internationally. With international experience in the USA, Caribbean, Middle East, South East Asia, Africa and Europe; Michael's experience includes Corporate Food and Beverage Management and Executive Operating Management roles in premier organizations including Caesars Entertainment, Ritz-Carlton, Hyatt, Radisson, Accor, Royal Caribbean and Norwegian Cruise Lines.



Meaghan Maguire

Meaghan Maguire, Guest Service Manager

Meghan comes to us from Gansevoort Resort Turks and Caicos, a 5 star luxury property. With years of experience in Guest Services, Meghan honed her skills in innovative training and incentive programs. Meghan was a vital part of the pre-opening team of Nikki Beach Resort, which came to be one of the Caribbean's Best Destinations as voted by Travel Channel. Opening resorts became her passion; being there at the inception, putting a signature of excellence on the location and instilling pride and passion through example and training. Prior to life in Caribbean Resorts, Meghan was a part of the Westin Diplomat in Hollywood frequently recognized for excellence in service and guest satisfaction.

Eris Francisco, Director of Housekeeping

Eris comes to us from Mandarin Oriental New York, a 5 star 5 diamond luxury property. Eris 's leadership contributed toward training and development, leading the Housekeeping team to deliver the highest standard in service, awarded by Mobile and AAA ratings. Eris brings us extensive Housekeeping 5 Star expertise working previously at the Hudson and Helmsley Hotels in New York City.



Eris Francisco



Beryl Handfield

Beryl Handfield, Front Office Manager

Beryl comes to us from Grace Bay Club Resort a 5 Star Luxury resort in Turks & Caicos. As Front Office Manager she has experience in developing and implementing standards to maintain 5 star, 5 Diamond ratings with Leading Hotels of the World and American Express. Beryl's background also includes Nikki Beach Resort, Turks & Caicos where she managed the Front Office, Reservations, and Guest Services. Beryl has also been an ambassador for the Turks & Caicos Island on numerous occasions including the 2004 Miss World Pageant in China. With the same pride that Beryl has in representing her country she will also represent Buccament Bay as one of the most prestigious properties in the world.

Kirit Aubeeluck, Quality Assurance Manager

Kirit joined the company from Le Touessrok Resort, a 5 star resort in Mauritius. Holding a degree in Tourism Management, he started his career in food & beverage at Le Touessrok and then moved to Quality Assurance. Having worked with in a One & Only Resorts, he is also bringing in his experience in setting up and managing in Quality Systems like the ISO 9001:2008 and ISO 22000:2005. Kirit has worked with the Leading Hotels of the World at Le Touessrok Resort where they achieved accreditation of Leading Spa of the World as well as the award of Leading Hotels of the World for Commitment to Quality for the Middle East & Africa region for 2009. Kirit will be looking after guest satisfaction, safety & health aspects of the resort as well as certifications and accreditations.



Kirit Aubeeluck



Laura Vallati

Laura Vallati, Spa Director and Head of Sports Academy

Laura is a highly skilled hospitality professional with over 20 years of experience in Food & Beverage, Spa & Recreation and the Health & Beauty industries. She comes to us from Fairmont Raffles International, having served at several of the hotel chain's 5 star resorts as Spa Director. Prior to this she has worked for Four Seasons and has owned and managed her own spa in Hampshire, UK.

PAT CASH TENNIS HOTELS & VILLAS

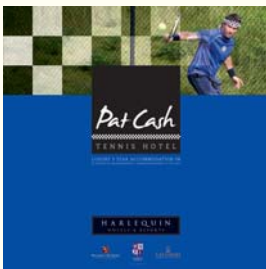


Harlequin Hotels & Resorts will build Pat Cash Tennis Hotels & Villas at the luxury 5 star resorts of Buccament Bay, St Vincent & The Grenadines, Las Canas, Dominican Republic and The Marquis Estate, St Lucia.

Hotels & Villas will be designed to offer luxury accommodation for tennis fans in an environment that will reflect Wimbledon Champion Pat Cash's love of tennis, including memorabilia from his tennis career. Situated within the main resorts, they will be the perfect places for guests to stay who wish to be coached at the Pat Cash Tennis Academy. Featuring a restaurant offering health & wellbeing menus, a juice bar and a fitness centre, each hotel will also include a boutique stocked with the latest tennis clothing and equipment.

The Pat Cash Tennis Hotels & Villas will offer extended stays for guests who wish to take longer courses of tuition to improve their tennis game and cater for youngsters who are showing particular talent in this sport as well as for teams who wish to be coached prior to the tennis season in their home country.

The Pat Cash Tennis Academy will provide unique training and coaching programmes including video analysis developed from Pat's many years of learning during his playing career, his analytical approach and, most recently, the application of his knowledge in coaching on the professional tour. Pat will hold coaching clinics at each of the resorts and play in exhibition matches throughout the year.



HARLEQUIN WINES

Harlequin Hotels & Resorts has commissioned Hotham Ridge Winery, a vineyard in Australia, to produce a number of wines for Buccament Bay Resort. The wines include a 2008 Chardonnay, a 2010 Sauvignon Blanc, a 2008 LP Riesling, a 2010 Rose, a 2005 Cabernet.Merlot, a 2006 Shiraz and a 2009 Shiraz/Viognier.

RIGHT All bottled and ready to drink. The first shipment of Harlequin Wine is on the way to Buccament Bay Resort



Hotham Ridge Winery is situated an hour and a half south east of Perth, in the heart of the world-renowned West Australian wine producing region. Situated at an altitude of 350 metres, it enjoys ideal growing conditions with hot summer days, cool nights and cold winters. This ensures the wine has a character which perfectly combines elegance, structure and vibrant fruit.

In conjunction with Hotham Ridge Winery we have produced joint branded labels for the bottles which combine a silhouette of the Harlequin character and Hotham Ridge Winery's emblem, the Magpie.

RIGHT From grape to bottle





BUCCAMENT BAY RESORT
ST VINCENT & THE GRENADINES

PRE-OPENING LAUNCH EVENT
AT WEMBLEY STADIUM APRIL 2010



Over 2,500 guests attended the magnificent pre-opening launch of Buccament Bay Resort on 24th & 25th April 2010 at Wembley Stadium. The Bobby Moore suite hosted the event and accommodated stands from each of the key brands created by Harlequin Hotels & Resorts for their Caribbean developments. Many of the team behind the resorts attended and Harlequin's Ambassador, Sports & Radio Broadcaster and ex-footballer Andy Townsend, compered the event and introduced the speakers.

ABOVE LEFT Dave Ames speaks to a "full house" at the pre-opening launch of Buccament Bay Resort

ABOVE The Bobby Moore room was the perfect setting for the launch event



Harlequin's Ambassador, Sports & Radio Broadcaster and ex-footballer Andy Townsend

Andy began by talking about teamwork, something he knows a lot about. He said that "the team at Harlequin is like a football team. When you all work together the common cause is often achieved".

The Prime Minister of St Vincent & The Grenadines, the Rt Hon Ralph Gonsalves, was unable to attend due to travel difficulties, so he sent a statement which was read out by Cenio Lewis, High Commissioner for St Vincent & The Grenadines. In the statement he said:

"Distinguished Ladies and Gentlemen, I greet this launch of Buccament Bay Resort with pleasure and happiness. I am most sorry that a confluence of circumstances has made it not possible for me to be with you physically. I assure you that I am, nevertheless, with you in a joyous spirit. The Buccament Bay Resort is simply magnificent. The Harlequin group has been doing a splendid job in creating what promises to be, on completion, among the best tropical resorts in the world. The partnership between Harlequin and my Government has been excellent. So too, have Harlequin's relations with the local community in Buccament and St Vincent



Buccament Bay Resort

& The Grenadines as a whole. The workers on the building site have been delivering high quality finishing. St Vincent & The Grenadines is one of the safest destinations for tourists, anywhere in the world. It is also the natural place to be. Our people are truly hospitable and we are grateful for the investment by the Harlequin group and their associates. By June 2012, an international airport of the finest standard will be opened for air traffic to and from St Vincent & The Grenadines. Before then, there is good air access through our other airports. My

Government again hereby re-commits itself to its partnership with Harlequin. I am absolutely sure that Buccament Bay Resort will be a tremendous success for tourists, investors and the people of St Vincent & the Grenadines. On behalf of the Government and the people of St Vincent & the Grenadines, I heartily and sincerely congratulate Harlequin on this Launch."

Andy then invited The Buccament Bay Resort Management Team on to the stage to talk about preparing the resort to deliver a truly 5 star experience.

Joerg Roterberg, Vice President of Operations for Harlequin Hotels & Resorts said "It is all about preparation, training and Quality of execution". He spoke about training the locals to the highest standards. "It is all about bringing people into the hotel and then delivering the service".

Garret Ronan, Vice President of Food & Beverage for Harlequin Hotels & Resorts spoke about the restaurant concepts for Harlequin. He spoke about integrating the local community. "When guests come to somewhere like St Vincent, it is important to give a true local flavour. What we have managed to do is partner up with the local farming and fishing community to source the best of fresh from farm to table. Harlequin Hotels & Resorts want to give as much back as we can to the local community. It is not about coming in and taking over to get what we want, but about integrating with the local community to build up trust".

Mark Sawkins, General Manager for Buccament Bay Resort talked about how he first became involved with Harlequin. "I had heard the buzz about Buccament Bay in the Caribbean, and when I met with Dave, Joerg and the team, it was a no-brainer. Of course I was going to join the team".

David Moth, Executive consultant spoke about the incredible range of activities and services being provided by Harlequin with their partners.

David Fairclough, ex-Liverpool Football Club player, who is overseeing the Liverpool Football Club Soccer Schools, enjoyed talking with guests and explained his excitement at what Harlequin is creating in the Caribbean.

He explained that local people have been identified, who will be trained as coaches so that they can bring football into local schools and communities.

He said "It is a first for Liverpool to enter into this type of relationship and to be in the company of legends like Gary Player and Pat Cash. It is going to be fun, different and exciting to bring the "Liverpool way of learning football" to the Caribbean".



Joerg Roterberg



Garret Ronan

HARLEQUIN HOTELS & RESORTS



Pat Cash stand



Juan and Grace Paliza



ESPA stand



Sven Koch



Trader Vic's stand

Pat Cash was unable to attend due to coaching commitments in Australia, so he recorded a video at Centre Court at Wimbledon, during which he talked about the Pat Cash Tennis Academies being created at each of Harlequin's Caribbean resorts and the Pat Cash Tennis Hotels which will be built at Las Canas, The Marquis Estate and Buccament Bay.

Sue Harmsworth, Founder and Managing Director of ESPA, had a stand stocked with samples of their wonderful range of natural skin care products. Sue described the new spa being created and that the name, Alaia, comes from the Sanskrit for "happiness" and how being happy can have a positive effect on both your physical and mental wellbeing. Her colleague, Terrie Prager, spoke about how all of the products are made in the UK, and that ESPA have designed a special "Alaia" range for Harlequin.

Sven Koch from Trader Vic's talked about the new restaurant & bar concepts that the team has been putting together for Harlequin. Buccament Bay Resort will be the first resort to have a Trader Vic's, and Sven spoke about how he and the team "have had the opportunity to take the best from different restaurants, combine them and then create a new brand for Harlequin"

William Baker from Jones Baker, the Interior Designer who has designed all the room interiors and restaurants for Buccament Bay Resort, explained that "All of the rooms at the resort will have a top quality, 5 star feel".

Juan Paliza, Honourable Spanish Consul for Spain in the Dominican Republic talked about his support for Harlequin's projects in the Dominican Republic. He was confident that "Harlequin is going to be one of the most important companies for the future".



ESPA



William Baker in one of his interiors for Buccament Bay Resort



Sergio Escarfullery



Paula Whitehead and Colin Pegler



Harlequin travel team

Sergio Escarfullery, the architect for The Merricks, Barbados & The Hideaway, Two Rivers & Las Canas, Dominican Republic, told of the progress being made across the Dominican Republic and said "Harlequin have a new and very different concept of hotel business. They are creating a new quality of hotel in the Caribbean".

Buccament Bay Resort is being marketed to the travel industry by Resort Marketing, a company which is highly respected by all aspects of the industry from airlines to travel companies. Paula Whitehead and Colin Pegler from Resort Marketing joined Andy Townsend on the stage to describe their involvement with Harlequin and getting the Buccament Bay Resort placed into the main tour operators' brochures. Colin said "Having walked the floor at Buccament Bay a few weeks ago, I have to say that the product is absolutely stunning. There isn't a product like this anywhere in the Caribbean". The Harlequin Travel team were taking bookings for Buccament Bay Resort at the event, and the stand was rarely empty throughout the day.

Cathy Brennan & Andria Mitsakos are promoting Buccament Bay Resort to the travel media. They are experienced PR in this field and have arranged for journalists to visit the resort to write about the sports and entertainment facilities on offer.

Alison Nicholls from British Airways spoke about the commitment that BA has to the Caribbean.

**Jones
Baker**



HARLEQUIN

HOTELS & RESORTS



Buccament Bay Resort stand



Harlequin Travel stand



Harlequin Hotels & Resorts stand



Interior of a villa bedroom

HARLEQUIN HOTELS & RESORTS



Buccament Bay Resort Uniforms



Alison Nicholls, British Airways



Buccament Bay Resort Uniforms



Vicky Groom wow's the audience with a West End style performance



Performers from the West End

The Harlequin team modelled the new uniforms for the Buccament Bay Resort. The Harlequin Girls and Boys took to the stage wearing the uniforms that guests can expect to see on their first visit to the resort.

The finale of the event was a stunning contemporary musical performance by the Harlequin Performing Arts Academy featuring Michael McCarthy, Harlequin's own Vicky Groom, and performers from the West End.

Michael McCarthy, who is overseeing the Harlequin Performing Arts Academy, said that, "Quality is the thread that winds through the whole resort and everything that is being provided for the resort".



LEFT Michael McCarthy

HARLEQUIN
HOTELS & RESORTS



BUCCAMENT BAY RESORT
ST VINCENT & THE GRENADINES

WHERE DREAMS COME TRUE

