Owner Services Office Hours:

Monday – Friday, 8:30am – 5:00pm
Saturday, Sunday, 9:00am – 1:00pm

Office Main Line and Email:

Owner Services General Line & Weekend Line: 231.549.7176
ownerservicessupport@boynemountain.com

AFTER HOURS CONTACT INFORMATION

Dial "0" from your house phone or call 231-549-7902 for assistance.

Owner Services Team:

Danielle Cameron, Owner Services Manager
danielle.cameron@boynemountain.com 231.549.7971

- In addition to managing the Owner Services Department, Danielle serves as the primary liaison between property management and Property owners. She works with the MGL Board of Directors, assists with contract scheduling, prepares rental income statements, communicates special project details, and responds to owner requests and questions.

Dawn Bennett, Property Enhancement Manager
dawn.bennett@boynemountain.com 231.549.7123

- Dawn assists with the rental management program. Dawn and her team are responsible for maintaining unit inventory, assisting owners with unit upgrades, implementing new specifications, and routine inspections of units for quality assurance.

Jayne Howard, Owner Services Facilitator
jlhoward@boynemountain.com 231.549.6072

- Jayne processes most invoices pertaining to the association neighborhoods. Jayne is a point of contact to make owner reservations, assistance with unit billing and revenue, requests, or questions.

Chelsea Nowak, Owner Services Representative
chelsea.nowak@boynemountain.com 231.549.7120

- Chelsea supports association-related and special projects. She also assists with invoice processing, maintenance and capital improvements, and serves as a liaison for condominium owners.

Monica Spencer, Senior Lodging Manager | Realty Specialist
monica.spencer@boynemountain.com 231.549.6077

- The Senior Manager of Lodging oversees all Boyne Mountain lodging facilities and the Owner's Services department. Your contact for lodging-related matters, managing property operations, guest services, and owner relations while ensuring facility standards are maintained. With comprehensive knowledge of owner agreements and bylaws, dedicated to enhancing your ownership experience through attentive management and responsive service.

Erik Miller, Vice President of Lodging
erik.miller@boynemountain.com 231.549.6069

- Erik oversees all of lodging at Boyne Mountain. The lodging areas include owner services, front office, housekeeping, laundry, and Spa. Erik provides support to the Owner Services team by attending association meetings and working closely with association board members.

Diana Troxel, Rental Management Program Coordinator | Boyne Vacation Club Manager
dtroxel@boyneresorts.com 231.439.4958

- Diana oversees the Boyne Vacation Club and Interval International vacation program. She is your contact for all reservation and revenue questions related to the program.

Wendie Keen, VP of Owner Services & Spa | Michigan
wkeen@boyne.com 231.549.7108

- Wendie oversees the Owner Services department at Boyne Mountain, The Highlands and Bay Harbor. She also oversees the spas at all three resorts. Wendie supports the Owner Services team with updates and progress of resort improvements. She also assists with association boards.