

TERMS AND CONDITIONS FOR THE EXCHANGE PROGRAM

This program allows you, our valued timeshare owners, the flexibility to enjoy vacations in new destinations. Below are the terms and conditions that govern the use of our Exchange Program. These are designed to ensure fairness and availability for all participants while offering a wide range of vacation opportunities.

1. Eligibility:

- All timeshare owners in good standing (i.e., all fees and dues are current) are eligible to participate in the Exchange Program.
- Owners must have a confirmed week in the current or following year to be eligible to exchange.

2. Exchange Credits:

a. Timeshare Week Deposit: A "Timeshare Week Deposit" refers to the timeshare owner's allocation of their designated usage week to the Exchange Program in return for Exchange Credits.

b. Credit Allocation: Exchange Credits are awarded based on the seasonality, desirability, and resort demand of the Deposited Week. These credits may be used for securing accommodations at other resorts within the network.

c. Credit Usage: Exchange Credits can be applied towards bookings at participating resorts, with the number of required credits varying according to the target accommodation's value.

d. Validity: Exchange Credits carry a specific validity period and may be subject to banking or rollover conditions as per Program stipulations.

e. Conditions: Use and accumulation of Exchange Credits are subject to the Program's terms, including any limitations or forfeiture conditions.

3. Reservation Windows:

- Deposits must be made at least 5 months before the scheduled start of your week to ensure a timely exchange process.
- Exchanges can be requested up to 3 months in advance and as late as 4 weeks prior to the desired travel date, subject to availability.

4. Fees and Charges:

- A nominal exchange fee will be charged for each confirmed exchange to cover administrative costs.
- Additional charges may apply for upgrades, late changes, or special requests.

5. Cancellations and Changes:

- Once an exchange is confirmed, cancellations can be made up to 5 days before the scheduled start date subject to a cancellation fee.
- Changes to the exchange reservation are subject to availability and may incur additional fees.

6. Availability and Priority:

- Exchange availability depends on current inventory, demand, and exchange patterns. We cannot guarantee specific resorts or dates.
- Priority is given based on the value of the deposited week and the time of the exchange request.

7. Responsibilities and Conduct:

- While using exchanged accommodations, members are expected to adhere to the rules and regulations of the host resort.
- Any charges or fees incurred at the host resort are the responsibility of the exchanging member.

8. Limitations and Restrictions:

- Exchanges are subject to the terms and conditions of the host resort or exchange network.
- Certain peak times or premium locations may require additional exchange credits or fees.

9. Program Changes:

The resort reserves the right to modify the Exchange Program, including fees, processes, and partnerships, with prior notice to all participating members.

10. Dispute Resolution:

Any disputes arising from the Exchange Program should be directed to the Exchange Program Administrator for resolution. Further dispute resolution procedures follow the general guidelines outlined in Annexure C of the main timeshare agreement.