

Answers provided are for Vacation Club Owners and do not apply to exchange guests.

Where are you located?

The Vacation Club Check-In Center is located at 5820 Shanty Creek Road, Bellaire, Michigan 49615.

Why do I have to pay dues before I can have a unit deposited with RCI?

An owner who would like to have use of a week before it begins must pay the maintenance dues on that week before it can be deposited with RCI. All weeks must be paid for before they can be used.

What are points and how much do they cost?

The value of a particular reservation is determined by the size of the unit, length of stay, and the time of year. A point value is then assigned based on the above criteria. When an owner lacks the points needed to make a particular reservation, they may purchase the additional points needed at \$3.00 per point.

How soon can I borrow points from next year?

Points can be borrowed from the upcoming year provided maintenance dues have been paid on the week(s) the points are being borrowed from. Points can be borrowed 60 in advance of the date you would like to arrive.

When can I borrow points?

Within 60 days of your confirmed check-in date, you may borrow points from your upcoming Anniversary Year provided future maintenance fees are paid on the assigned week(s) which are converted to points.

When I cancel a reservation, to what year are the points returned?

Provided all cancellation rules are followed, points can only be applied to the Anniversary Year within which the reservation applied. The points will not be returned to the Points Bank carried over to the following year.

Can my points be carried over to the next year?

If an owner decides to carry over points to use the following year, they must let reservations know at the time that preferences are declared.

How long are points good for?

Once your week(s) have been deposited into the Points System, your points are good for a 12 month period which is called your Anniversary Year.

When do points expire?

Points expire, if not used, at the end of your Anniversary Year.

When can I purchase additional points?

If you have at least 1 point active in your account, you may purchase additional points within 60 days of the check-in date. If you have used all of your assigned weeks or points for the year, you can purchase extra time from the points bank within 30 days of your planned stay.

What is the earliest time I can check-in?

On your scheduled day of arrival, please plan to arrive at or about 4 p.m. Over 100 units are being cleaned between 10 a.m. and 4 p.m. on Fridays. Checking in at 4 p.m. or after will allow housekeeping to ensure that your unit is properly cleaned and prepared for your arrival. If arriving earlier than 4 p.m. please remember keys will not be given out prior to your unit being called in ready by housekeeping. Personal items may not be placed in a unit prior to checking in.

What is the check-out procedure?

When checking out, please return your keys to the Front Desk and let them know you are departing. Please keep in mind; check-out is 10 a.m. Housekeeping is requesting that all guests follow four simple steps when checking out: bag up all the garbage, fill and start the dishwasher, place all dirty sheets and towels in the bathtub, and start the "self-clean" on the oven if dirty. In order to accommodate incoming guests, we cannot honor late check-out requests. Guests not honoring the 10 a.m. check-out will be charged a \$300.00 late check-out fee.

What is the Waitlist?

The Waitlist has been established for owners who have been unable to make a reservation for the time, unit size or location desired, and wishes to be "wait listed" in the event there is a suitable cancellation. You must have enough points in your account to cover the requested reservations. Owners will be notified by telephone as requested reservations become available. Please leave a daytime telephone number where you can be reached. If an owner cannot be contacted, we will call the next person in line. A non-refundable \$5.00 charge will be assessed once a reservation is confirmed from the Waitlist. This cost is not included in the Association Dues.

Why did I receive a bill for a transaction fee?

As stated in the Vacation Club owner's manual (see Category A, Section 10), each owner is allowed two reservation transactions per week of ownership. Any reservation transaction over the allowed amount will be billed to the owner at the current rate of \$15.00 per transaction. A reservation transaction is any lodging reservation in which one or more new reservations or changes in existing reservations are made in a single call. You are not limited to any specified number of new reservations or changes in a given transaction as long as all are handled in one call.

I am sending a guest in my place. Is there an additional fee?

Members who choose to give their confirmed reservation to family members or friends may do so by paying a \$15.00 non-refundable guest fee. Guest confirmations may not be used for any commercial purposes. One check-in packet will be allotted for each unit. Owners who request that additional maps and keys be left for guests will be charged \$15.00 per additional check-in packet requested. Owners are always welcome to stop at the Check-In Center to pick up additional keys and maps at no charge.

Can I bring my pet on vacation with me?

Pets are not allowed in any Vacation Club timeshare unit with the exception of service dogs. There will be a substantial charge applied to a guest's account for any evidence of a pet being in a unit. We would be happy to provide you with a list of local boarding facilities upon request.

I am staying for a full week. Will I be receiving any additional housekeeping services during that time?

Guests staying for a full week in timeshare will receive a light spiff cleaning on Tuesday. A spiff includes vacuuming, changing of bed linens and towels, and garbage removal.

What are housekeeping credits and how much do they cost?

Each unit must be cleaned after a guest's departure. Depending on the size of the unit and the amenities, a housekeeping credit value is assigned to cover the cost of cleaning the unit. Housekeeping credits cost \$2.00 each, and may be purchased when an owner is lacking the needed credits for a reservation.

Am I able to book a Friday night?

Friday and Saturday nights must be booked together. Guests are welcome to occupy either Friday or Saturday, but will be charged for both.

When is my Anniversary Year?

Your Anniversary Year is unique to your package and starts with your first assigned week. If it is week 4, your Anniversary Year runs from week 4 of the current year to week 4 of the next year.

What is a Preference Letter?

Each year the Vacation Club office sends a letter asking owners what they would like to do with their upcoming assigned weeks. The letter should be filled out, signed, and returned to us by the date stated on the letter so that owners are assured that they will receive the exact preferences they want. Your points will be automatically deposited into the points bank 10 months before the start date of your assigned week if you have not informed the Vacation Club of your preferences for the week(s) you own.

What is Platinum time and when can a reservation be made during this time?

Weeks that are in Platinum time are the highest demand times used by members at this resort. Weeks 27 through 35, Weeks 52 and Week 53 are in Platinum time. Reservations during Platinum time may be made 10 months in advance; a 7 night stay is required. Reservations for less than 7 nights may be made 60 days or less in advance of stay.

What is Gold time and when can a reservation be made during this time?

Weeks that are in Gold time are the second highest demand times used by members at this resort. Weeks 1 through 10, Week 24 through 26, Weeks 36, 37, and Week 51 are in Gold time. Reservations during Gold time may be made 10 months in advance; a 7 night stay is required. Reservations for less than 7 nights may be made 60 days or less in advance of stay.

What is Silver time and when can a reservation be made during this time?

Weeks that are in Silver time are the average demand time of the year at this resort. Weeks 16 through 23, 38 through 43, and Week 50 are in Silver time. Reservations during Silver time may be made 10 months in advance; a 2 night minimum stay applies.

What is Bronze time and when can a reservation be made during this time?

Weeks that are in Bronze time are the least demand time of the year at this resort. Weeks 11 through 15 and Weeks 44 through 49 are in Bronze time. Reservations during Bronze time may be made 10 months in advance; a 2 night minimum stay applies.

I need to cancel my reservation. What is the cancellation policy?

Reservations using points must be changed or cancelled at least 30 days prior to a confirmed check-in. There is one exception for last minute plans. If you are making reservations less than 30 days in advance of your confirmed check-in date, you have a 10 day grace period in which to cancel the reservation. If you cancel your reservation less than 30 days prior to check-in, your lodging points will not be restored to your account for that year. If you cancel prior to your first day of reserved occupancy, your housekeeping credits will be restored to your account.

How early can I deposit my assigned week(s) with RCI?

You can deposit your assigned week(s) with RCI as early as 2 years ahead of its start date provided maintenance fees on the week(s) have been paid.

When is the deadline for depositing my assigned week(s) to RCI?

Weeks that you own and have chosen to occupy can be sent to RCI as late as 14 days prior to the start date provided maintenance dues on the week(s) have been paid.

The FAQ's are for the benefit of Vacation Club owners to better understand the Points Program. If you have further questions, please contact your account manager at 888-275-0100.