

### YOU'VE GOT QUESTIONS, WE'VE GOT ANSWERS:

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#### WHAT IS THE PHONE NUMBER FOR INNSEASON VACATION CLUB?

You can reach us at 855-501-3003 from 9:00AM to 7:00PM, Monday through Friday. Saturday 9:00AM to 2:00PM

#### CAN I USE MY INNSEASON VACATION CLUB POINTS ELSEWHERE?

Yes, you can, with your exchange partner RCI or Interval International.

- Clicking on the link on the Owner's Inn home page will take you directly to RCI. Your InnSeason Vacation Club points will automatically be visible in the RCI portal.
- The Interval International site is <http://www.intervalworld.com/>.
  - Call the InnSeason Vacation Club first to determine how many points you'll need for your request. 855-501-3003
  - Call the InnSeason Vacation Club Desk at Interval International at: 866-522-1466

InnSeason Vacation Club points can also be used for Bonus Weeks.

#### CAN I ADD PEOPLE TO MY INNSEASON VACATION CLUB ACCOUNT?

Absolutely! Fees vary depending on whether you're adding a user or a co-owner. Please contact Carol Andreozzi at [candreozzi@innseason.com](mailto:candreozzi@innseason.com) for assistance.

#### CAN I REQUEST A SPECIFIC UNIT AT A RESORT?

Yes, you can request a specific unit and the resort will do it's best to accommodate your request, but there is no guarantee that they will be able to fulfill your request.

#### WHAT IS THE DIFFERENCE BETWEEN INNSEASON VACATION CLUB RESORTS AND DESTINNATION RESORTS?

DestINNation resorts are not owned or operated by InnSeason Resorts, but allow us to offer a wider variety of locations and accommodations. For more information, go to the [InnSeason Resorts](http://InnSeasonResorts.com) website.

#### WHAT CAN I DO WITH POINTS THAT ARE ABOUT TO EXPIRE?

There are multiple options for using expiring points:

- Complete a stay at an InnSeason resort, either for yourself, or you can gift it to friends or family.
- You can use them to book a stay through your exchange partner
- You can use them for Bonus Weeks.

#### CAN I CONVERT MY INNSEASON RESORTS WEEK(S) TO INNSEASON POINTS?

Yes, you can, but it requires an upgrade to your contract. Contact Owner Services for an owner update at: 866-873-2766

## FREQUENTLY ASKED QUESTIONS FOR INNSEASON VACATION CLUB

### ARE ANY OF THE INNSEASON VACATION CLUB RESORTS PET-FRIENDLY?

At this time, the InnSeason Vacation Club resorts do not allow pets. However, RCI does have nearly 200 pet-friendly resorts and you can use your exchange membership to book them. Search their site for “pet friendly” to see the list of resorts that will welcome your canine or feline family member.

**NOTE: InnSeason Vacation Club resorts do allow service animals for people with disabilities. Please contact the resort for details.**

### I WAS ON A PRE-PAYMENT PLAN AND IT'S NOW AFTER JANUARY 1<sup>ST</sup>, BUT MY NEW POINTS AREN'T AVAILABLE. WHY NOT?

Pre-payment plans are based on *projected* maintenance fees and use the previous year's maintenance fee as the starting point. If there is an increase in the maintenance fee from the previous year, you may be left with a small balance on your account after your last scheduled pre-payment. Your new points will not be activated until the fees are paid in full. Please call us at 855-501-3003 for assistance with this final payment and activating your points.

### I WOULD LIKE TO RELEASE A WEEK TO THE ADVENTURE CLUB. WHAT IS REQUIRED?

Here is what's required to release your week:

1. Make the reservation at your home resort.
2. Contact us with the following information:
  - The check-in date
  - The confirmation number for the reservation
3. Pay the \$49 processing fee. We can take that payment over the phone after you provide the requested information.

### I'M HAVING TROUBLE BOOKING TRAVEL THROUGH AN EXCHANGE PARTNER SITE (RCI OR INTERVAL INTERNATIONAL). WHAT SHOULD I DO?

If it appears to be a website problem, contact the exchange partner directly.

- The number for InnSeason Vacation Club Desk at RCI is: 888-724-3560
- The number for InnSeason Vacation Club Desk at Interval International is: 866-522-1466

They will have the most current information related to any issues they may be experiencing. You can also call us at 855-501-3003 to see if we have any related information.

### I WOULD LIKE TO BOOK A STAY, BUT I'M A FEW POINTS SHORT. WHAT CAN I DO?

Contact us at 855-501-3003 to discuss your options for renting points or borrowing them from your next Use Year.

### WHAT HAPPENS IF I HAVE TO CANCEL A RESERVATION?

A reservation may be cancelled up to 8 days prior to the arrival date without incurring any penalties.

However, **cancellations made within 7 days or less of the arrival date incur a 50% loss of points and a \$50 late cancellation fee.**

For instructions on canceling a reservation, see the document titled “Searching for Available Stays in IVC resorts only”.

## FREQUENTLY ASKED QUESTIONS FOR INNSEASON VACATION CLUB

### **I HAVE A BIENNIAL MEMBERSHIP (ODD OR EVEN), BUT I'M GETTING BILLED FOR MAINTENANCE FEES EVERY YEAR. WHY IS THAT?**

Maintenance fees consist of two parts:

- The Base Fee is assessed to *every* member *annually* to cover the costs directly related to their membership.
- The Points Fee is assessed every year as well, but for alternate year members, the assessment is only 50% of the total points fee for the year. You're paying a *reduced* points fee every year, rather than a *full* points fee every other year.

### **CAN I SWITCH MY EXCHANGE MEMBERSHIP FROM INTERVAL INTERNATIONAL TO RCI?**

Yes you can, but it requires purchasing an upgrade to your account. Contact Owner Services for an owner update at: 866-873-2766