

SPACEBANKING AND EXCHANGING YOUR WEEK

You must have all outstanding maintenance levies paid before you can spacebank your week.

HOW

Complete the SPACEBANK Option 2 on the booking form, sign and return to the resort as soon as possible.
(Please fill in Exchange Company membership number if relevant).

WHEN

You can deposit your week for up to 2 years in advance, subject to the relevant levies and Exchange Company (if applicable) membership being paid. Most Exchange Companies require a minimum of not less than one months notice depositing your week.

BOOKING OPTIONS

You may book your week through the resort on your **booking form**, or deposit directly with the Exchange Company - who will in turn contact the resort for an allocation.

WHAT TO EXPECT

A confirmation letter from the resort if applicable and a spacebank deposit acknowledgement letter from your chosen Exchange Company.

REQUESTING YOUR HOLIDAY THROUGH AN EXCHANGE COMPANY

Once you have deposited your week and decided where and when you would like to holiday, your next step is to request an exchange.

HOW

Telephone the relevant Exchange Company, Fax, mail or email a request form.

WHEN

You can request an exchange as early as 2 years before the intended check-in date and as late as 2 days before the intended check-in date subject to availability.

WHAT YOU NEED

For easy processing of your request please have on hand the following when you call the relevant Exchange Company:

- Membership number if relevant
- 4 to 6 choices of possible travel dates
- The number of people in your travel party
- Your credit card

Your credit card - once a request is entered into the system, the appropriate exchange fee will be charged, and the system will automatically reserve a unit for you once a match is found.

WHAT HAPPENS

Once a match is made, your request can be confirmed immediately. If a match is not immediately available, you have several options. You may ask the consultant to enter a computerised search for your desired resorts and time of travel. This will allow a wider search of alternative resorts in the area or alternative travel dates.

Cancellations: Advise the Exchange Company immediately if you need to change your holiday. A cancellation charge will apply and the charge will depend on the amount of notice given. The balance of the paid exchange fee will be credited towards your next exchange.

Guest Certificates: If you are unable to travel but wish to let family or friends use your holiday, some Exchange Companies require you to purchase a guest certificate at least three days prior to the travel date. As a general rule you cannot privately rent out your exchange week.

Trading Power:

Trading Power is a value assigned to your timeshare deposit when you request an Exchange. This is to provide members with a fair exchange so you can get a value-for-value deal each time you exchange. In general, trading power depends on at least 5 main factors:

- **Date of Deposit** - The earlier you deposit the higher trading power you receive.
- **Seasonal Designation** - Red=High, White=Average, Blue=Low
- **Unit size and type**
- **Demand on your resort** - If your home resort is a popular resort you receive higher trading power
- **Level of resort accreditation** - Based on feedback from members who have stayed at your resort

NOTE: You may spacebank your week up to 2 years in advance if planning a holiday. You must pay the current year's levy, then any difference will be invoiced when the levy is due.

BONUS WEEKS

Bonus weeks are weeks you may access over and above your ownership weeks. They are available through all Exchange Companies. Bonus weeks are usually only available in off-peak periods. A List of available bonus weeks can be obtained by contacting the Exchange Company of your choice.