

*Banff Rocky Mountain Resort  
Floating Weeks*

**MEMBER SERVICES  
GUIDE**

## TABLE OF CONTENTS

---

Introduction	III
How to Contact Us	III
PRIVACY LAWS	III
Paying Maintenance Fees	IV
About your Use Week	IV
Banking your Use Week	IV
Making Exchange Requests	VI
Bonus Weeks	VI
Bonus Days	VII
Cancellation Policies	VIII
Cancellation of Confirmed Owner/Guest Attends	VIII
Cancellation of Confirmed Exchanges	VIII
Cancellation of Confirmed Bonus Week	VIII
Renting Out your Use Week	VIII
Resale of Your Program	VIII
4 Year Planning Guide	IX

Welcome to the wonderful world of Vacation Ownership. This guide is meant to help you understand the services available to you through the Customer Relations Department.

The Customer Relations Department is here to help you with your program. If you have any questions they are just a phone call away. You will speak to an agent in the Customer Relations Department when you call in to:

- pay your maintenance fees
- pre register to Attend your Use Week
- to arrange banking of your Use Week
- to request our advice regarding banking and exchanges
- to arrange bonus time
- or if you have any general questions about your ownership details and how the program works.

## **HOW TO CONTACT US**

---

### **BANFF ROCKY MOUNTAIN RESORT CUSTOMER SERVICE**

103 – 808 – 42 Ave SE  
Calgary, Alberta, Canada  
T2G 1Y9

#### **Customer Relations Department**

Telephone: 1-877-663-6332 (toll-free)  
403-259-9862

Facsimile: 1-877-826-1801 (toll-free)  
403-252-0076

E-mail: dan@rockymountainresort.com  
marla@rockymountainresort.com

Website : [www.banffrockymountainmembers.com](http://www.banffrockymountainmembers.com)  
[www.banffrockymountainmembers.com](http://www.banffrockymountainmembers.com)

If you are planning to come into the office to speak with an Administrator, we recommend you call in advance and make an appointment.

### **PRIVACY LAW**

With the new Privacy Laws in Canada, we are only able to give out information or perform bookings on a package to the legal members. Those are the names on the Contract and Certificate of Ownership. Please do not have other parties contact us regarding your program, you the owner must be the contact person.

## **PAYING YOUR MAINTENANCE FEES**

---

Maintenance fee billings are normally mailed in the fall, for the following year. Fees are payable each year within 30 days of the invoice date, even in cases where you have not used your week. If you are eager to get your vacation request started for any particular year, you may pay your fees in advance of your billing. You will be charged according to the current year fees and will be billed for any difference.

You may pay your maintenance fees easily by:

- a) cheque or money order for the full amount
- b) Major Credit Card, by phoning our Customer Relations Department
- c) Payment plans may be set up by phoning the Customer Relations Department

Banff Rocky Mountain Resort will make every attempt to send out reminder notices for accounts that are not current. Please remember that your maintenance fees must be current before attending, banking or renting out your Use Week.

## **USE WEEK**

---

**You have purchased a vacation opportunity, available to you for years to come.**

You are entitled to the use of one week, within a specific season, either every year or every other year, at the Banff Rocky Mountain Resort. The check-in and check-out days at Banff Rocky Mountain Resort are from Sunday to Sunday.

### **What are my options for my Use Week?**

You may choose to use your ownership week. Ensure your maintenance fees are paid and simply call the Customer Relations Department to book your Use Week. You will be provided with a confirmation letter and information package if the space requested is available. As Prime Season inventory is very limited, we recommend that you call us early, **(example 365 days in advance)**, if you are requesting to Attend a Prime Season week **(example summer)** you must call the 365 days prior.

Once your Use Week is booked, you may offer your week to a guest. If you choose this option, please call the Customer Relations Department to notify them of your guests' arrival. A confirmation letter will be provided in the guests' name for check in purposes.

You may bank your week with an exchange company of your choice. This will allow you to trade your Use Week for something else.

---

---

## **BANKING YOUR WEEK**

If you choose not to attend your ownership week at the Banff Rocky Mountain Resort, you must bank your week **within a current year** with an exchange company or it will be lost. It is your responsibility to bank your week – **it will not be done automatically**. There are different exchange companies with whom you may choose to bank your week, so please remember to check with them regarding their policies.

Since you don't own a specific fixed week, we encourage you to call us early in the year, or up to two years in advance, to have the best possible inventory for your banking assignment. Once you have banked with a particular exchange company, you will make your requests for exchanges with them against your banked week.

**To guarantee your season of ownership for banking, the current banking deadlines are as follows:**

Red Week deadline is July 31

White Week deadline is August 31

Blue Week deadline is September 30

The absolute deadline date to have your week banked is November 30 for each year, however, waiting until the deadline date limits your banking options.

### **Banking with Exchange Companies**

We strongly recommend that you bank your Use Week with RCI or Interval International for the best opportunities for travel. If you choose to bank your Use Week with RCI, Interval International, or another exchange company, you must ensure your maintenance fees are paid prior to banking. You must contact the Customer Relations directly so that we can help you process your banking. Once your week has been banked, you must contact the Exchange Company you have deposited your week with to make exchange requests. Exchange companies have different banking deadlines and policies, so please check with your chosen exchange company for details.

If you have previously been given an assignment for your Use Week to Attend, you may cancel up to **60 days prior to the start of that Use Week**, or subject to confirmation of the banking by your chosen exchange company.

Once your banking has been processed and confirmed, you will receive a Banking Acceptance Letter, from your chosen exchange company, which acknowledges that your week is banked and provides you with the expiry date of that banking. Should you not receive such proof within 3 weeks after your banking request, please contact your chosen exchange company to verify your banking status.

### **Some Exchange Companies You May Use**

R.C.I.	Resort is # 1637	1-800-338-7777	<a href="http://www.rci.com">www.rci.com</a>
I.I.	Resort is BRM	1-800-828-8200	<a href="http://www.intervalworld.com">www.intervalworld.com</a>
Donita's Dial-An-Exchange		1-800-468-1799	<a href="http://www.daelive.com">www.daelive.com</a>
GeoPremiere		1-905-787-8218	<a href="http://www.geopremiere.com">www.geopremiere.com</a>
Trading Places International		1-800-365-7617	<a href="http://www.tradingplaces.com">www.tradingplaces.com</a>

## **MAKING EXCHANGE REQUESTS**

---

Through your chosen exchange company, we ask that you keep these exchange guidelines in mind when making your exchange requests:

If you own:	You may request:
<b>HIGH SEASON</b>	<b>HIGH, MID OR LOW SEASON</b>
<b>MID SEASON</b>	<b>MID OR LOW SEASON</b>
<b>LOW SEASON</b>	<b>LOW SEASON</b>

If you own:	You may request:
<b>2 BEDROOM UNIT</b>	<b>2 BEDROOM UNIT OR SMALLER</b>
<b>1 BEDROOM UNIT</b>	<b>1 BEDROOM UNIT OR SMALLER</b>
<b>STUDIO UNIT</b>	<b>STUDIO UNIT OR SMALLER</b>

When working through an exchange company, we encourage you to be flexible with locations and travel dates, and to put your request in as early as possible (up to 1 year in advance).

Please keep in mind that Vacation Ownership and Club Membership programs throughout the world are operated on a 1-week, 1-unit basis, therefore, it is rare for two matching weeks or units to be offered simultaneously. When requesting multiple weeks or units, you must be prepared to confirm on 1 week or unit at a time, as they become available.

## **BONUS WEEKS**

---

Bonus Week time is created from unsold Developers' weeks, unused owners' weeks and space banked with exchange companies but left unused. The Bonus Week program is meant for your personal use and for your immediate family. Bonus Weeks cannot be banked or rented.

Bonus Weeks are available at resorts throughout the world. Many, but not all, of the resorts listed in the RCI or Interval International catalogues can provide us with Bonus Time throughout the year. Although we are able to search for Bonus Weeks 12 months of the year, the availability of Bonus Weeks is significantly higher during off peak seasons and is very limited during the peak seasons.

Vacation memberships and club membership programs throughout the world are operated on a 1-week, 1-unit basis. Requests for multiple Bonus Weeks or multiple units at a single resort are more difficult to fulfill.

You are encouraged to be flexible with choice of location and travel dates, and may put your request in up to 1 year in advance.

The current rates for Bonus Weeks at the Banff Rocky Mountain Resort are the cost of the Current Maintenance Fees. Bonus Weeks at non-affiliated resorts may start as low as \$495, however generally the rates average between \$500 to \$700, depending on the season you wish to travel, and may be \$750+ for peak season locations and dates. All Bonus Week fees are in Canadian or US funds depending on destination, and applicable taxes are additional. Rates are subject to change.

# BANFF BONUS DAYS

As of January 1, 2008

Bonus days are based on extra availability. It comes from unused inventory, and its availability is likely to increase during the off-season. As members tend to use their vacation weeks during the peak times, bonus days may not be available, or may be extremely limited. Room types available range from standard hotel rooms, to studio, to one bedroom, and to two bedroom units. *Please note*, there may be certain times that are deemed 'blackout' times, and no bonus time may be available. This may vary from resort to resort. **Only the members of the program are able to call in the bookings, due to The new Privacy Laws. The Member Rate, is only available to those named on the contract or immediate household.** To inquire about bonus days, please contact the following properties.

## BANFF ROCKY MOUNTAIN RESORT

You **must** phone 403-294-1401 or 1-877-663-6332 (toll-free) and pre-book any Bonus Days. Bonus Day rates and availability **will not** be offered at Front Desk. Bonus Day office hours, are currently Monday through Friday from 8:00 AM to 4:30 PM Mountain Time, closed all Alberta/Canadian Holidays.

4 night maximum, based on availability

### Off-Season

( January 3<sup>rd</sup> to May Long Weekend ; October Long Weekend to December 19<sup>th</sup> )

Requests may be submitted 14 days, prior to your requested travel dates

Offers made 7 to 14 days prior to your requested travel dates

Member Rate	\$ 80.00 CAD plus taxes, per night
Friends & Family Rate	\$105.00 CAD plus taxes, per night

### Peak Season

( May Long Weekend to October Long Weekend ) very limited

Requests may be submitted 14 days prior to your requested travel dates

Offers made within 7 days prior to your requested travel dates

Member Rate	\$ 80.00 CAD plus taxes, per night
Friends & Family Rate	\$130.00 CAD plus taxes, per night

\*\* PLEASE NOTE – when offers are made, should we reach a voice mail, nothing is on hold. You must call back as soon as possible to check availability, and if available, a credit card is required to guarantee the reservation.

## **CANCELLATION POLICIES**

---

### **Cancellation of an Owner or Guest Attend**

- You may cancel your booking up to 60-days prior to the start date of that Use Week without penalty.
- Cancellation 60-days or less prior to the start date of that Use Week is subject to confirmation of the banking by your chosen Exchange Company.

### **Cancellation of a Confirmed Exchange**

- Please check with your chosen exchange company for current policies.

### **Cancellation of a Confirmed Bonus Week/Wholesale Week**

- All Bonus Week/Wholesale Week bookings are non-cancelable and non-refundable.

## **RENTING OUT YOUR USE WEEK**

---

As a pre-paid vacation owner, you have the option of renting out your Use Week. There are several ways that you may wish to do this, including, advertising to family/friends/co-workers, in a newspaper, on the Internet, or listing your week with a rental company.

## **RESALE OF YOUR PROGRAM**

---

As we are not licensed to handle resale, we have compiled a Resale Guide. If you would like more information, please contact our office and request to be sent a copy of the Resale Information Guide, which we have prepared .

## 2010

Week #	Sunday	to	Sunday
1	Jan-03	to	Jan-10
2	Jan-10	to	Jan-17
3	Jan-17	to	Jan-24
4	Jan-24	to	Jan-31
5	Jan-31	to	Feb-07
6	Feb-07	to	Feb-14
7	Feb-14	to	Feb-21
8	Feb-21	to	Feb-28
9	Feb-28	to	Mar-07
10	Mar-07	to	Mar-14
11	Mar-14	to	Mar-21
12	Mar-21	to	Mar-28
13	Mar-28	to	Apr-04
14	Apr-04	to	Apr-11
15	Apr-11	to	Apr-18
16	Apr-18	to	Apr-25
17	Apr-25	to	May-02
18	May-02	to	May-09
19	May-09	to	May-16
20	May-16	to	May-23
21	May-23	to	May-30
22	May-30	to	Jun-06
23	Jun-06	to	Jun-13
24	Jun-13	to	Jun-20
25	Jun-20	to	Jun-27
26	Jun-27	to	Jul-04
27	Jul-04	to	Jul-11
28	Jul-11	to	Jul-18
29	Jul-18	to	Jul-25
30	Jul-25	to	Aug-01
31	Aug-01	to	Aug-08
32	Aug-08	to	Aug-15
33	Aug-15	to	Aug-22
34	Aug-22	to	Aug-29
35	Aug-29	to	Sep-05
36	Sep-05	to	Sep-12
37	Sep-12	to	Sep-19
38	Sep-19	to	Sep-26
39	Sep-26	to	Oct-03
40	Oct-03	to	Oct-10
41	Oct-10	to	Oct-17
42	Oct-17	to	Oct-24
43	Oct-24	to	Oct-31
44	Oct-31	to	Nov-07
45	Nov-07	to	Nov-14
46	Nov-14	to	Nov-21
47	Nov-21	to	Nov-28
48	Nov-28	to	Dec-05
49	Dec-05	to	Dec-12
50	Dec-12	to	Dec-19
51	Dec-19	to	Dec-26
52	Dec-26	to	Jan-02
53			

confirmed 9/3/09

## 2011

Week #	Sunday	to	Sunday
1	Jan-02	to	Jan-09
2	Jan-09	to	Jan-16
3	Jan-16	to	Jan-23
4	Jan-23	to	Jan-30
5	Jan-30	to	Feb-06
6	Feb-06	to	Feb-13
7	Feb-13	to	Feb-20
8	Feb-20	to	Feb-27
9	Feb-27	to	Mar-06
10	Mar-06	to	Mar-13
11	Mar-13	to	Mar-20
12	Mar-20	to	Mar-27
13	Mar-27	to	Apr-03
14	Apr-03	to	Apr-10
15	Apr-10	to	Apr-17
16	Apr-17	to	Apr-24
17	Apr-24	to	May-01
18	May-01	to	May-08
19	May-08	to	May-15
20	May-15	to	May-22
21	May-22	to	May-29
22	May-29	to	Jun-05
23	Jun-05	to	Jun-12
24	Jun-12	to	Jun-19
25	Jun-19	to	Jun-26
26	Jun-26	to	Jul-03
27	Jul-03	to	Jul-10
28	Jul-10	to	Jul-17
29	Jul-17	to	Jul-24
30	Jul-24	to	Jul-31
31	Jul-31	to	Aug-07
32	Aug-07	to	Aug-14
33	Aug-14	to	Aug-21
34	Aug-21	to	Aug-28
35	Aug-28	to	Sep-04
36	Sep-04	to	Sep-11
37	Sep-11	to	Sep-18
38	Sep-18	to	Sep-25
39	Sep-25	to	Oct-02
40	Oct-02	to	Oct-09
41	Oct-09	to	Oct-16
42	Oct-16	to	Oct-23
43	Oct-23	to	Oct-30
44	Oct-30	to	Nov-06
45	Nov-06	to	Nov-13
46	Nov-13	to	Nov-20
47	Nov-20	to	Nov-27
48	Nov-27	to	Dec-04
49	Dec-04	to	Dec-11
50	Dec-11	to	Dec-18
51	Dec-18	to	Dec-25
52	Dec-25	to	Jan-01
53			

confirmed 9/3/09

## 2012

Week #	Sunday	to	Sunday
1	Jan-01	to	Jan-08
2	Jan-08	to	Jan-15
3	Jan-15	to	Jan-22
4	Jan-22	to	Jan-29
5	Jan-29	to	Feb-05
6	Feb-05	to	Feb-12
7	Feb-12	to	Feb-19
8	Feb-19	to	Feb-26
9	Feb-26	to	Mar-04
10	Mar-04	to	Mar-11
11	Mar-11	to	Mar-18
12	Mar-18	to	Mar-25
13	Mar-25	to	Apr-01
14	Apr-01	to	Apr-08
15	Apr-08	to	Apr-15
16	Apr-15	to	Apr-22
17	Apr-22	to	Apr-29
18	Apr-29	to	May-06
19	May-06	to	May-13
20	May-13	to	May-20
21	May-20	to	May-27
22	May-27	to	Jun-03
23	Jun-03	to	Jun-10
24	Jun-10	to	Jun-17
25	Jun-17	to	Jun-24
26	Jun-24	to	Jul-01
27	Jul-01	to	Jul-08
28	Jul-08	to	Jul-15
29	Jul-15	to	Jul-22
30	Jul-22	to	Jul-29
31	Jul-29	to	Aug-05
32	Aug-05	to	Aug-12
33	Aug-12	to	Aug-19
34	Aug-19	to	Aug-26
35	Aug-26	to	Sep-02
36	Sep-02	to	Sep-09
37	Sep-09	to	Sep-16
38	Sep-16	to	Sep-23
39	Sep-23	to	Sep-30
40	Sep-30	to	Oct-07
41	Oct-07	to	Oct-14
42	Oct-14	to	Oct-21
43	Oct-21	to	Oct-28
44	Oct-28	to	Nov-04
45	Nov-04	to	Nov-11
46	Nov-11	to	Nov-18
47	Nov-18	to	Nov-25
48	Nov-25	to	Dec-02
49	Dec-02	to	Dec-09
50	Dec-09	to	Dec-16
51	Dec-16	to	Dec-23
52	Dec-23	to	Dec-30
53	Dec-30	to	Jan-06

confirmed 9/3/09

## 2013

Week #	Sunday	to	Sunday
1	Jan-06	to	Jan-13
2	Jan-13	to	Jan-20
3	Jan-20	to	Jan-27
4	Jan-27	to	Feb-03
5	Feb-03	to	Feb-10
6	Feb-10	to	Feb-17
7	Feb-17	to	Feb-24
8	Feb-24	to	Mar-03
9	Mar-03	to	Mar-10
10	Mar-10	to	Mar-17
11	Mar-17	to	Mar-24
12	Mar-24	to	Mar-31
13	Mar-31	to	Apr-07
14	Apr-07	to	Apr-14
15	Apr-14	to	Apr-21
16	Apr-21	to	Apr-28
17	Apr-28	to	May-05
18	May-05	to	May-12
19	May-12	to	May-19
20	May-19	to	May-26
21	May-26	to	Jun-02
22	Jun-02	to	Jun-09
23	Jun-09	to	Jun-16
24	Jun-16	to	Jun-23
25	Jun-23	to	Jun-30
26	Jun-30	to	Jul-07
27	Jul-07	to	Jul-14
28	Jul-14	to	Jul-21
29	Jul-21	to	Jul-28
30	Jul-28	to	Aug-04
31	Aug-04	to	Aug-11
32	Aug-11	to	Aug-18
33	Aug-18	to	Aug-25
34	Aug-25	to	Sep-01
35	Sep-01	to	Sep-08
36	Sep-08	to	Sep-15
37	Sep-15	to	Sep-22
38	Sep-22	to	Sep-29
39	Sep-29	to	Oct-06
40	Oct-06	to	Oct-13
41	Oct-13	to	Oct-20
42	Oct-20	to	Oct-27
43	Oct-27	to	Nov-03
44	Nov-03	to	Nov-10
45	Nov-10	to	Nov-17
46	Nov-17	to	Nov-24
47	Nov-24	to	Dec-01
48	Dec-01	to	Dec-08
49	Dec-08	to	Dec-15
50	Dec-15	to	Dec-22
51	Dec-22	to	Dec-29
52	Dec-29	to	Jan-05
53			

confirmed 9/3/09