

Banff Rocky Mountain Resort
Floating Weeks

MEMBER SERVICES GUIDE

Revision 03/31/12

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

PO Box 1070
Banff, Alberta
T1L 1H8 Canada

Customer Service Department

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

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

E-mail: marla@rockymountainresort.com
mlawlor@bestofbanff.com

Website : www.banffrockymountainmembers.com

Hours of Operation – Mountain Time

Monday – Friday 8:00 AM – 4:30 PM
Closed for Lunch between 12:00 PM – 1:00 PM

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 Service Department
- c) Payment plans may be set up by phoning the Customer Service Department
- d) Go to our website: www.banffrockymountainmembers.com/member_maintenance.html

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.

Effective January 1, 2012: Payments not received by the due date are subject to a late charge of 2% per month of the amount past due.

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 as stated on your Certificate/Contract. 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 Service 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).

Once your Use Week is booked, you may offer your week to a guest. If you choose this option, please call the Customer Service 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 your current use 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

If you choose to bank your Use Week with an 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 and bank your reserved week subject to confirmation of the banking by your chosen exchange company. Keep in mind, their banking deadlines still apply.

Once your banking has been processed and confirmed, you should 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 2 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	www.rci.com
I.I.	Resort is BRM	1-800-828-8200	www.intervalworld.com
Dial-An-Exchange		1-800-468-1799	www.daelive.com
GeoPremiere		1-905-787-8218	www.geopremiere.com
Trading Places International		1-866-219-3367	www.tradingplaces.com

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:
HIGH SEASON	HIGH, MID OR LOW SEASON
MID SEASON	MID OR LOW SEASON
LOW SEASON	LOW SEASON

If you own:	You may request:
2 BEDROOM UNIT	2 BEDROOM UNIT OR SMALLER
1 BEDROOM UNIT	1 BEDROOM UNIT OR SMALLER

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 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.

The Bonus Weeks are only available at the Banff Rocky Mountain Resort. There are no limits to the number of weeks you can book, however all bookings are based on availability. The current rates range from \$425CAD up to \$650CAD (including taxes), depending on the size of unit and the season (High, mid, low season). Once booked, the payment is required at time of booking and the reservation becomes non-cancellable and non-refundable. The Bonus Weeks are blacked-out and not available from mid June to mid September and over the Christmas/New Years weeks.

If you work with an Exchange Company, they may have a similar program to our Bonus Weeks, but they may be called either a Bonus Week, Getaway or Great Escape. You would have to discuss with your chosen exchange company the programs they offer and their rates and booking process.

BANFF BONUS DAYS

As of January 1, 2011

Bonus Days are based on extra availability. It comes from unused inventory, and its availability is likely to increase during the off-season. Room types available range from standard hotel rooms, to studio, to one-bedroom, and to two-bedroom units. Requests for Bonus Days may be made up to 30 days in advance, with a maximum of 4 consecutive nights.

MEMBERS (those listed on the Contract only)

- Office hours are Monday through Friday from 8:00 AM to 4:30 PM, Mountain Time
- You must phone Customer Service at 403-259-9862 or 1-877-663-6332
- Bonus Days will not be offered at Front Desk
- The Member Rate is currently \$80.00 plus taxes per night
- Only available at the Banff Rocky Mountain Resort
- A credit card is required at the time of booking to guarantee the reservation
- Cancellation is 72-hours prior, without penalty
- If you do not attend and do not cancel, you will be charged 1 nights accommodation
- Based on availability and subject to blackouts
- Excludes Holiday Season between December 24 and January 3; and most Holiday Long Weekends

FRIENDS & FAMILY

The website and promo code is for you to give out to Family & Friends wishing to travel to Banff.

- You may check and book availability at the following website:
www.bestofbanff.com/brmrdiscount
use Promo Code : brmr0601
- Receive **up to a 25% discount** at:
 - Banff Rocky Mountain Resort
 - Banff Caribou Lodge
 - Banff Ptarmigan Inn
 - Fox Hotels & Suites
 - Hidden Ridge Resort
 - Inns of Banff
- Click the **Book now** button to use the **Special Promotion Code: brmr0601**
- Based on availability and subject to blackouts
- Excludes Holiday Season between December 24 - January 3; February 10 – 22; and Holiday Long Weekends

CANCELLATION POLICIES

Cancellation of an Owner or Guest Attend

- You may cancel and bank your use week subject to confirmation of the banking by your chosen Exchange Company. Their normal banking deadlines still apply.

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 in a newspaper, through work, on the internet, or listing with a rental company. When dealing with the various companies that offer these services, we recommend that you take the time required to investigate the company prior to placing your unit or ownership with them. Once you have a guest for your week, you must advise Customer Service so that we can book your guest and send out a confirmation letter.

RESALE OF YOUR PROGRAM

As we are not licensed to handle resale we do not provide those services. We have compiled an information guide to provide some assistance to our members who require such services. You can download the current Resale Guide from our website, found at www.banffrockymountainmembers.com/member_resale.html

When Reselling your program, you must investigate the company before working them. We have heard from members who have lost thousands of dollars “listing” their programs for sale without investigating these companies. Some of these companies offer a one year guarantee on resale, but do not exist at the one year time period. A call to the Better Business Bureau is always a safe bet. Also try to Google the company name to see what information you can pull up on the internet. Resale Companies should get a small listing fee (approx \$100-\$200) and any commissions they should take once they have sold your program. That way they are more motivated to sell your program.

Please note – the Banff Rocky Mountain Resort does not have nor is affiliated with any Resale Company out there. Should you have any questions, please contact the Customer Service Office directly.

Remember – If it sounds too good to be true, it generally is.

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

2014

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

confirmed 12/1/09

2015

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

confirmed 12/1/09