Banff Rocky Mountain Resort
Newsletter – December 2020

Make The Best Of Your Vacation Week

- ✓ *Contact our office in advance to confirm attendance or guests for your week.*
- ✓ *Pay or pre-pay your maintenance fees* ***before*** *attempting to bank your week.*
- ✓ *Contact our office to check the dates when your week occurs so as not to miss or lose it.*
- ✓ *Make sure that you know the current policies of your chosen Exchange Company.*
- ✓ *Don't forget that it is your responsibility to arrange for the use of or banking of your week.*

Special Room Requests

When you arrive at the Resort for your confirmed reservation, you are guaranteed a certain unit size, but never an actual unit number. You can make a request through Customer Service and Front Desk will do their best to accommodate your request. There could be some times they are not able, so your understanding is appreciated. You **must** advise Customer Service **at least a week prior to check-in if** you **require a Pet Friendly Unit; Allergy-Free Unit or Feather Allergy**.

** RESALE and CONTRACT **

It is ***imperative*** that you review the current Resale Guide from our website:
www.banffrockymountainmembers.com/member_resale.html

There is NO company authorized to act on BRMR's behalf.
We DO NOT recommend any so called companies to handle with any resales, or 'trade-ins" or the 'get out of your contract' as these companies take money and never follow through. Unfortunately there is little legislation to protect the consumer – so it is *Seller Beware.*

If you have questions or concerns about your contract, **you need to contact our Customer Service office directly** to discuss options before working with a 3rd party. This is to protect you as there are a number of scams and fraudulent companies out there.

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

Email vs Mail

To reduce postage costs, we will be migrating to more correspondence by email. Please make sure we have an email address on file for you. As well, if you are signed up for email, you would receive more emailed updates regarding the program (reminders, information, etc). BRMR is not responsible for delays in case of any Postal Strike.

Pet Policy

Small pets are allowed at the resort for a fee of $25CDN per pet/day up to a maximum of $75CDN per pet/week (plus taxes) for the Timeshare Units. No more than 2 pets per room. **No Exceptions**. You must advise the resort at least 1 week prior to check-in if you are travelling with pets, and allergy-free units are not available to guests travelling with pets.

Attending or Guest Attends

In order to make check-in run quicker and smoother, if you are attending your Fixed Week or sending a guest, you must advise Customer Service in advance so we can pre-register you and confirm the dates of your week.

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. The names on your Invoice/Statement are the only authorized people allowed to call about your account, unless you have sent in written authorization.

Year/Week Calendars

We have included a copy of the 2021 year in this mailing. If you wish to obtain a Year Calendar for future years, you may download those calendars from the website.

www.banffrockymountainresortmembers.com

You must ensure you are aware of the proper dates for your week, based on our Calendar, and not another Exchange Company's. Please note – the resort runs Sunday to Sunday. Check-in is 5:00PM and check-out is prior to 11:00AM.

Payment Plans

PAYMENT PLANS ARE EASY & GREAT & MANAGEABLE!!

Each year you need to renew your payment plan

Please be sure to contact the Customer Service Office to discuss Payment Plan Options.

LAND LEASE

The end of the renewal term is June 30, 2024. The end of the Head Lease is June 30, 2025, unless a 20 year extension is granted in which case the Head Lease terminates on June 30, 2045. Should Parks Canada agree to renew the Land Lease, then notice of a vote by the membership for continuation of the Head Lease will be provided between July 2, 2024 and June 30, 2025.

Maintenance Fees

General Policies

Maintenance Fee billings are normally mailed in the Fall (November/December) for the following year. If you are eager to get your vacation request started for any particular year, or in order to bank your week in advance of the banking deadlines as implemented by your chosen exchange company, you may prepay your fees in advance of the billing. You will be charged according to the current year fees and will be billed for any difference once the budgets are completed.

Maintenance Fees can be paid as follows:

- By cheque or money order through the mail
- Phoning Customer Service and paying with major Credit Card (Visa, MasterCard, American Express)
- Online in the Maintenance Fees section of the website

www.banffrockymountainmembers.com/member_maintenance.html

The following policies are in place regarding the 2021 Maintenance Fees:

- Maintenance Fees are due January 31, 2021
- Payments not received by the due date are subject to a late charge of 2% per month of the amount past due
- Maintenance Fees must be paid in full prior to being able to bank your use week, attending your use week; using bonus days

To ensure a smooth arrival experience we must be notified of any change in your arrival and departure dates. This assistance is an expected part of our partnership and necessary for us to run a successful business. Additionally, please ensure that our records include updated contact information including an email address and cellular telephone number. This information can be sent to me by email mlawlor@bestofbanff.com or by calling 1-877-663-6332.

Exchange Companies & Banking

NOTE: Maintenance Fees need to be paid or prepaid prior to banking your week with an Exchange Company.

There are a number of agencies that do Exchanges. ***Each company is different so please verify with your chosen exchange company on their banking deadlines / policies / promotions.*** Here are some of the companies with whom you can bank your weeks:

RCI (Resort ID # 1637)
1-800-338-7777 www.rci.com

Interval International (Resort ID : BRM)
1-800-828-8200 www.intervalworld.com

7Across (formerly DAE -Dial An Exchange)
1-800-468-1799 www.7across.com

Trading Places International
1-866-219-3367 www.tradingplaces.com

Once your banking has been processed and confirmed, you should receive a Banking Confirmation Letter, from your chosen exchange company, which acknowledges that your week is banked and provides you with an expiry date for that banking. ***If you do not receive such proof within 2 weeks after your banking request, please contact your chosen exchange company to verify your banking.***

FIXED TIME

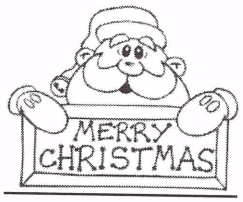
You have the option to either attend the resort or bank it with an exchange company for future use. Failure to do either would result in the loss of your week. ***Each company is different so please verify with your chosen exchange company on their banking deadlines / policies / promotions.*** Also, the farther in advance you bank your week, the more trade value your banking will receive.

FLOATING TIME

Your program entitles you to the use of one week, either every year (annual) or every other year (biennial–odd/even years), to be booked at the Banff Rocky Mountain Resort, based on availability. If you choose not to attend your ownership week, you must bank your week with an exchange company or you risk losing your week. It is your responsibility to bank your week – **it is not done automatically**. 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

Please contact Customer Service to have your banking processed with your chosen Exchange Company.



On behalf of the Staff and Management at Banff Rocky Mountain Resort and Banff Lodging Company, we wish to offer Seasons Greetings for the Holidays and all the best for the year 2021 !

Bonus Days – effective January 1, 2021

Bonus Days are based on extra availability. It comes from unused inventory, and its availability is likely to increase during the off-season. The availability is based on hotel occupancy levels, and are more limited during the high demand times. Room types available range from standard hotel rooms to studios, to one-bedroom, and two-bedroom units.

Season (January 3th to May 31st ; October 1st to December 17th)
Requests may be submitted 30 days, prior to your requested travel dates

Black-out Dates for 2021
All Holiday Long Weekends, Spring Break Week, Easter Week
Summer from June 25 to September 7
Holiday Season between December 17 and January 2

MEMBERS (those listed on the Contract only)

- You must phone 403-259-9862 or 1-877-663-6332 or you may email: mlawlor@bestofbanff.com during hours listed below
- The Bonus Day Member Rate is not offered at Front Desk
- **Hotel Room Rate** and **1-Bedroom Rate** is currently:
  - **$90.00** plus taxes, per night Sunday thru Thursday
  - **$110.00** plus taxes, per night Friday & Saturday
- **2-Bedroom Rate** is currently:
  - **$160.00** plus taxes, per night Sunday thru Thursday
  - **$180.00** plus taxes, per night Friday & Saturday
- Member Rate is only available at the Banff Rocky Mountain Resort
- Based on availability, and subject to blackouts

FRIENDS & FAMILY

- A friends and family discount is available when booking online at www.bestofbanff.com
- Choose the Add Code link on the Reservations Check Availability window
- Use Promo Code **RMRFF21**
- Room discounts off the best available rate are available at:
  - Banff Rocky Mountain Resort
  - Banff Caribou Lodge & Spa
  - Banff Ptarmigan Inn
  - Fox Hotel & Suites
  - Hidden Ridge Resort
  - Tunnel Mountain Resort
  - Inns of Banff
- All discounts are subject to availability and subject to blackouts. See Black-out Dates listed above for 2021.

How to Contact Us

Hours of Operation – Mountain Time

Monday – Thursday	8:00AM – 4:30PM
Friday (October thru May)	8:00AM – 4:30PM
Friday (June thru September)	8:00 AM - NOON
Closed for Lunch between	12:00PM – 1:00PM

Mailing Address

Banff Rocky Mountain Resort
PO Box 1070
Banff, AB T1L 1H8

Toll-Free Phone 1-877-663-6332
Local Phone 403-259-9862

Local Fax 403-452-5823

Email marla@rockymountainresort.com
mlawlor@bestofbanff.com
timeshare@bestofbanff.com

Website: www.banffrockymountainmembers.com