

New Policy's Effective 1/1/2015 IMPORTANT POLICY REMINDERS

Dear Aspens & Aspen Village Timeshare Owners,

This letter is being sent to all Aspens & Aspen Village timeshare owners with the 2015 Annual Maintenance Fee billings. **IT IS IMPORTANT THAT YOU READ THIS INFORMATION TO FAMILIARIZE YOURSELVES WITH OUR NEW POLICIES AND PROCEDURES.**

Timeshare weeks begin at 5:00 pm on Monday and end at 10:00 am the following Monday. If you will be arriving later in the week, it is helpful if you let us know when you will be arriving so that we can plan accordingly for housekeeping, keys, etc. Check-ins on days **other than Mondays** can be accommodated at any time during regular office hours.

Pool Towels: Remember to bring pool towels if you plan to use pools/ Jacuzzis/Sports Center. We do have a limited number of pool towels available for check-out however our supply does sometimes run out. The unit towels are not to be taken from the units in order to avoid additional costs for replacing lost or damaged towels.

Brown Cards: We ask that you return your "Brown Cards" as soon as possible to let us know how you wish your timeshare week to be handled; whether you plan to use it, bank it for in-house exchange, deposit it with an exchange company, you may allow a guest to use it, or ask us to try to rent it for you. **As of 1/1/2014 you may bank your week up until the time your week begins.** We do not deposit weeks with the exchange companies for you, so you will need to familiarize yourselves with your exchange company's deposit time limits, policies, etc.

Split Weeks for Banking: As of 1/1/2014, you may bank all or part of your week. After the first occupancy, there will be an additional \$60.00 service fee. There is no restriction on the number of splits.

We cannot guarantee in-house exchanges or rental of your unit. We can only guarantee the use of your own week in your own unit. While we do offer the option of banking your unit for in-house exchange if you are unable to use your regular week, however, we cannot guarantee that we will be able to accommodate you at another time. **We make every effort to find you an exchange week, but there are not always units available for this purpose, especially during the busy summer, prime ski and holiday weeks.** It is your responsibility to call ahead and ask to be put on the waiting list for in-house exchange. Banked weeks must be used within 51 weeks and cannot be carried over. If you ask us to rent your week for you, we make every effort to do so, but this also cannot be guaranteed. It is your responsibility to call to see if the unit has rented. We do not call you. **In-house exchanges and rentals are dependent upon supply and demand. As of 1/1/2014 MATA will charge a 10% fee to our owner's requesting rental of their unit.**

Rentals: The two night minimum requirement has been eliminated.

Pre-Payment, No Refund on rentals: In order to protect the interests of all of our owners, all rentals (both owners and non-owners) are on a pre-payment, no refund basis. Credit card information (Visa or MasterCard) is required at the time a reservation is made. The card is billed prior to the rental start date for the full rental amount plus 11% Tax (Local Option Tax 3%, State Sales Tax 6% and Travel and convention Tax 2%). The rental is **non-cancelable, non-refundable** once the reservation has been made.

Owner discount rate for owners of record only. An Owner of Record must make the rental reservation and must be staying in the unit or on-site in another unit to receive the owner rate. The owner who makes the reservation is required to register at the office **in person**. If the Owner of Record fails to register, their credit card will be billed the non-owner rate. (Owners receive a 50% discount over non-owner rates).

No Pets, No Smoking Policies: All of the timeshare units are **No Pets, No Smoking** units. There will be a **\$100 per day fine** for non-compliance of either the **NO PETS** or the **NO SMOKING** policies. In addition to the fine, immediate removal of the pet(s) from the premises will be required. Additional cleaning fees may also be assessed for non-compliance with either the **No Pets** or the **No Smoking** policy.

Credit Card Payment of Annual Maintenance Fee. A 3% Fee will be charged on all Annual Maintenance Fees paid by Credit Card.

Owners wishing to sell their timeshare weeks: We do not have a “For Sale by Owner” list. Some owners have been scammed by Timeshare Resale Companies and we will no longer provide owner unit sale information to anyone. We do not, at this time, have a Realtor who is specifically taking timeshare listings. You may contact local Realtors to discuss listing your week.

Privacy and Protection Policy: As has been outlined in our letters to all owners for the past several years, we are no longer able to allow accounts and timeshare weeks to be handled by anyone other than an owner of record. These policies are for the protection of all our owners and to comply with Privacy Act requirements. The following policies and procedures during your visits at the Aspens and Aspen Village timeshare units are in full force and effect. **There are no exceptions to these policies.**

Registration at the office is a requirement, whether you are here for your regular week, renting at a time other than your regular week or exchanging, etc. We must have a registration on file for all occupied units. We will, at this time, continue to provide late arrival key pickup for our owners and guests, but you are required to register at the office the morning following your arrival.

You must be an Owner of Record or have legal Power of Attorney (which requires that we have a copy of the document, recorded in Valley County, on file in our office) in order to obtain account information, to make rental requests or reservations, to request banking or rental of timeshare weeks, etc. If someone other than an Owner of Record will be occupying your unit during your scheduled week, you must call or send in writing the name or names of persons authorized to use the unit. **Keys will not be made available to anyone other than the Owner of Record or persons authorized in advance by the Owner of Record to occupy the unit.**

Larger Unit Request: We get many requests from our owners and exchange guests to occupy a larger unit. An upgrade from a one bedroom to a two bedroom or from a two bedroom to a three bedroom is **\$25 per night:** from a one bedroom to a three bedroom is **\$50 per night.** Local tax (currently 11%) is in addition to these fees. **It is necessary to call in advance to request a larger unit as we are generally not able to accommodate this at check-in without prior arrangement.** You may request or approve use of a unit smaller than your usual unit without additional fees. All requests are subject to availability and these fees are only applicable for the week of use.

We are very excited about our New Policy changes. Your continued cooperation with these and all other policies and procedures will be greatly appreciated and will allow us to continue to serve all owners equally, fairly and safely. Should you have any questions or require further information, please contact our business office between 9:00 a.m. and 5:00 p.m. Mondays through Thursdays. You may also leave messages during regular hours on Fridays and Saturdays and someone will get back to you as soon as possible the following week. We appreciate all of the timeshare owners within the Association and we look forward to serving your vacation needs here in McCall.

Sincerely,

David K. Holland, President
McCall Area Timeshare Association