



## Booking With RCI Owner Fact Sheet

RCI is a timeshare exchange company which gives WorldMarkSP Owners the opportunity to exchange to other timeshare properties around the world. RCI has over 3.8 million members who are all timeshare Owners of some sort. RCI has over 4,300 affiliated resorts in more than 110 countries, so there's lots of flexibility and choice when travelling through RCI. Privileges members are automatically enrolled as RCI members upon signing up to Privileges membership. An RCI membership number is printed on your WorldMarkSP Owner Card – the card can take up to 6 weeks to be posted from account activation with WorldMarkSP. WorldMarkSP Premier Owners can join RCI by paying an annual fee.

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### **RCI Inventory Options**

RCI has many different inventory options which are referred to as 'pools':

**WEEKS POOL** – Timeshare weeks banked annually (includes Owners deposits). Available to all RCI members.

**POINTS POOL** – Traditional Timeshare Owners sign over their timeshare to RCI for 3 years, and are given RCI points in exchange. This inventory goes into the 'POINTS' pool. Privileges members are allowed to book inventory from this pool. This Pool is where Split Weeks and Nightly stays may be available for certain resorts.

**RENTAL POOL** - These are Rental rooms that any RCI member can purchase for cash, however Privileges members can also book using Vacation Credits.

**RCI PRIVILEGES HOLIDAY EXTRAS** – Extra exchange inventory on offer for reduced Vacation Credits. These are booked through WorldMarkSP Owner Services team, not directly through RCI.

**INSTANT EXCHANGE POOL** – Last minute inventory (within 30 days). **Please Note:** RCI reserves the right to remove any inventory from the Instant Exchange pool that they believe they can sell at full price – i.e. a cancellation for Christmas time occurs in early December, even though the check in date is within 30 days, the inventory may not be loaded into the Instant Exchange Pool due to the high demand over this period.

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### **RCI Accommodation Standards**




As RCI resorts come from multiple timeshare Owners' accommodation, the standard of accommodation is not always known or guaranteed by RCI. However, RCI give out **annual awards** to selected resorts based on feedback from RCI customers, which gives an indication of the standard of accommodation at these resorts.

RCI have Gold Crown, Silver Crown, and Hospitality awards - this is a great way for you to search and review resorts online before confirming a reservation.

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Minimum Scores	 RCI GOLD CROWN RESORT	 RCI SILVER CROWN RESORT	 RCI HOSPITALITY
Check-in and Check-out	4.6	4.5	4.6
Hospitality	4.5	4.4	4.5
Resort Maintenance	4.5	4.3	3.5
Unit Maintenance	4.4	4.2	3.5
Unit Housekeeping	4.5	4.3	3.5

### Split Weeks/Nightly Stays

WorldMarkSP Owners generally have to book a full week (seven nights) reservation with RCI, however Privileges members receive the additional benefit of booking Split Week or Nightly Stays at selected resorts rather than full weeks.

These resorts are usually located across America, Canada, the U.K. and Europe.

You can book up to 10 months in advance for Split Week or Nightly Stay reservations, however you cannot use the Ongoing Search benefit as this is set to search in week blocks of accommodation.

Similar to a Confirm First reservation, once you select the dates and property you wish to book, you can call an RCI consultant who will confirm the reservation. Once confirmed, the applicable Vacation Credits, Housekeeping fee and exchange fees based on the nightly rates will be charged (usually processed within 3 business days).

The Split Week and Nightly Stays Vacation Credit Charts below show the cost per night for each room type:

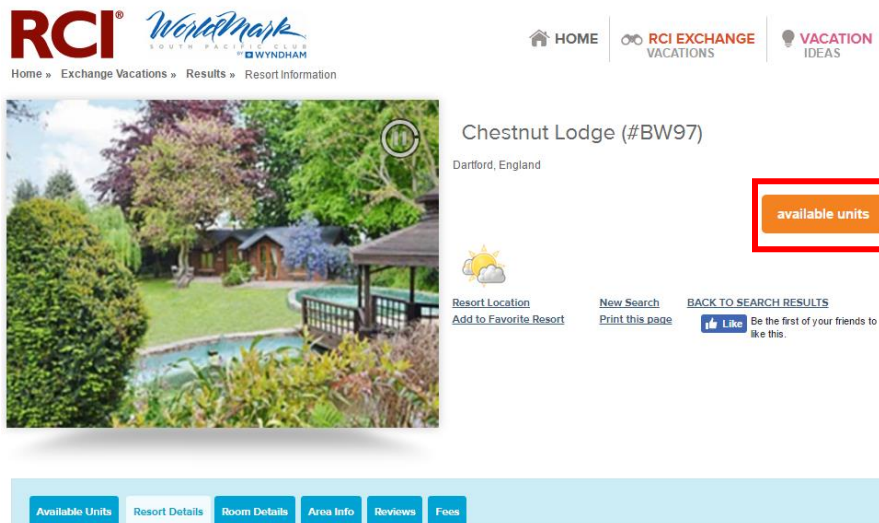
Nightly Stays / Split Weeks		Mon-Thurs	Fri-Sun
		Credits	Credits
STUDIO	RED	960	1600
	WHITE	720	1200
	BLUE	480	800
		Credits	Credits
ONE-BEDROOM	RED	1080	1800
	WHITE	840	1400
	BLUE	600	1000
		Credits	Credits
TWO-BEDROOM	RED	1200	2000
	WHITE	960	1600
	BLUE	720	1200
		Credits	Credits
THREE-BEDROOM	RED	1440	2400
	WHITE	1080	1800
	BLUE	840	1400

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### How to Book

#### Confirm First

- Over the phone:
  - Select the dates and property you wish to book at [www.worldmarksp.com](http://www.worldmarksp.com) (login and click “RCI Exchange” link to view RCI account and properties)
  - Call an RCI consultant
  - Pay the Exchange fee to the RCI Consultant
  - RCI Consultant confirms the reservation
  - Applicable Vacation Credits and Housekeeping token/fee based on the nightly rates are deducted (usually processed within 3 business days)
- Online:
  - Login at [www.worldmarksp.com](http://www.worldmarksp.com) (login and click “RCI Exchange” link to view RCI account and properties)
  - Select the property you wish to book, then click “available units”:





## Booking With RCI Owner Fact Sheet

- “available units” allows you to select the date range in which you wish to travel

The screenshot shows the 'Available Units' section of the RCI booking website. It includes tabs for 'Resort Details', 'Room Details', 'Area Info', 'Reviews', and 'Fees'. A message prompts the user to select check-in and check-out dates. The 'Your dates' section shows a calendar interface. The 'Your Search and Filters' section shows filters for Location (England, South East England) and a 'BACK TO SEARCH RESULTS' button. The results section shows a search for '1 Bedroom' from 'Fri 12-Jan-2018 to Fri 19-Jan-2018 (-7 Nights)' with 'Max Occup(Privacy): 2 (2)' and 'Kitchen: Full'. A message indicates 'Insufficient Points' for the search. A sidebar on the right offers help and a link to 'Add ongoing search request >>'.

- **Please Note:** Check in days will appear as one day available which indicates the property is available for one week (seven nights). The below example shows that a seven night stay is available to book from Friday 1<sup>st</sup> December, checking out on Friday 8<sup>th</sup> December (all seven nights will not be highlighted grey as available, only the check in day shows as available):

The calendar shows the month of December. The days of the week are listed at the top: Su, Mo, Tu, We, Th, Fr, Sa. The dates are arranged in a grid. The 1<sup>st</sup> of December is highlighted in grey, indicating it is the check-in day. The 2<sup>nd</sup> through 8<sup>th</sup> of December are also highlighted in grey, indicating they are part of the seven-night stay. The 9<sup>th</sup> through 31<sup>st</sup> of December are not highlighted.

- You can then confirm your reservation and pay the Exchange fee, and will receive a confirmation letter which includes the details of their reservation, including the cancellation policy specific to your reservation
- Within three business days, your Vacation Credits and Housekeeping token/fee will be deducted from your WorldMarkSP account for the reservation

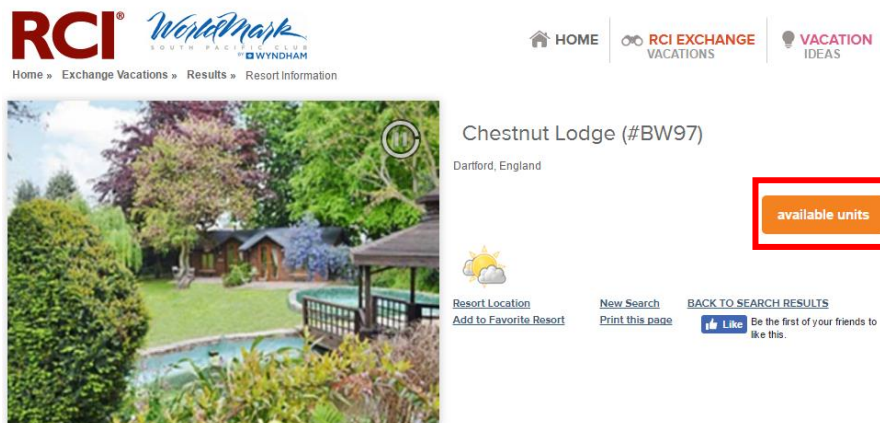
### Instant Exchange

- Over the phone:
  - Select the dates (**within 30 days of check in**) and property you wish to book at [www.worldmarksp.com](http://www.worldmarksp.com) (login and click “RCI Exchange” link to view RCI account and properties)
  - Call an RCI consultant
  - Pay the Exchange fee to the RCI Consultant

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## Booking With RCI Owner Fact Sheet

- RCI Consultant confirms the reservation
- Applicable Vacation Credits and Housekeeping token/fee based on the nightly rates are deducted (usually processed within three business days)
- Online:
  - Login at [www.worldmarksp.com](http://www.worldmarksp.com) (login and click “RCI Exchange” link to view RCI account and properties)
  - Select the property you wish to book, then click “available units”:



- “available units” allows you to select the date range in which you wish to travel – for Instant Exchange rates to apply, the dates must be within 30 days.

 A screenshot of the 'Available Units' selection interface. The top navigation bar includes 'Available Units', 'Resort Details', 'Room Details', 'Area Info', 'Reviews', and 'Fees'. Below the navigation bar, there's a section for 'Your dates' with a calendar selection tool. The 'Check-In' and 'Check-Out' dates are set to 'Fri 12-Jan-2018' and 'Fri 19-Jan-2018' respectively, for a duration of '-7 Nights'. The 'Your Search and Filters' section shows filters for 'Location', 'England', and 'South East England'. The 'Help' section provides instructions on how to remove filters and choose check-in and check-out dates. The bottom section shows the search results for '1 Bedroom' with a 'Max Occup(Privacy)' of '2 (2)' and a 'Kitchen : Full'. The 'RCI POINTS' required is '5000'. A message indicates 'Insufficient Points' for the selected dates.

- **Please Note:** Check in days will appear as one day available which indicates the property is available for one week (seven nights). The below example shows that a seven night stay is available to book from Friday 1<sup>st</sup> December, checking out on Friday 8<sup>th</sup> December 2017 (all



## Booking With RCI Owner Fact Sheet

seven nights will not be highlighted grey as available, only the check in day shows as available):

December						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

- You can then confirm your reservation and pay the Exchange fee, and will receive a confirmation letter which includes the details of your reservation, including the cancellation policy specific to your reservation
- Within three business days, your Vacation Credits and Housekeeping token/fee will be deducted from your WorldMark account for the reservation

### Split Weeks/Nightly Stays

- Over the phone:
  - Select the dates and property you wish to book at [www.worldmarksp.com](http://www.worldmarksp.com) (login and click “RCI Exchange” link to view RCI account and properties)
    - If you wish to search for a property online, it is important to note that the website does not state whether a resort is available for Split Week or Nightly Stay reservations on the main page (however most offer both).
    - If you search for an area and want to book a Split Week or Nightly Stay reservation, you can search for between one to seven days and any resorts available for Split Week or Nightly Stay reservations will appear in the search results.
    - If you are looking at an individual resort, you can check the “check in days” online which will indicate whether Split Week or Nightly Stays are available at the resort - if the check in days states Friday and Saturday, then it is a week based resort (must stay for seven nights), if it states more than Friday and Saturday check in are available, then you can request shorter stays than a week.
  - Once you have chosen a destination, you can call an RCI consultant
  - Pay the Exchange fee to the RCI Consultant
  - RCI Consultant confirms the reservation
  - Applicable Vacation Credits and Housekeeping token/fee based on the nightly rates are deducted (usually processed within three business days)
  - Split Weeks/Nightly stays **cannot be booked online**

### Privileges Holiday Extras

- Over the phone:
  - Login at [www.privilegesbywyndham.com.au](http://www.privilegesbywyndham.com.au)



## Booking With RCI Owner Fact Sheet

- Click “Accommodation”, scroll down to “Privileges Holiday Extras” and click “SEARCH RESORTS”:

### Privileges Holiday Extras

Last-minute specials\* on seven-night stays at affiliated resorts worldwide!



Privileges members can exchange Privileges Qualified Credits at a variety of international holiday hot spots supplied by Holiday Extras partners. These bookings are exclusive to Privileges members only,\*\*\* so the only decision to make is where to go!

To preview availability, simply select your preferred destination using the Resort Search function:

[SEARCH RESORTS](#)

- You will be redirected to a new webpage where you can select where they would like to travel to, and view availability:

Country:

Europe

Region:

England, Scotland, Ireland, Wales

Search



Canalboat Club at Union Wharf

LEICESTER, ENGLAND

... more

Available Date	Nights	Unit Type	Sleeps	Week Type	Credits
18 Dec 2017	7	1 Bedroom	4	Holiday Extras	3000
05 Jan 2018	7	2 Bedrooms	6	Holiday Extras	4000
08 Jan 2018	7	2 Bedrooms	6	Holiday Extras	4000
12 Jan 2018	7	2 Bedrooms	6	Holiday Extras	4000
13 Jan 2018	7	2 Bedrooms	6	Holiday Extras	4000
15 Jan 2018	7	2 Bedrooms	6	Holiday Extras	4000

- Bookings can be made 31 to 121 days prior to the arrival date for seven-night stays only
- Once you select where you would like to travel to and what dates you wish to travel, you can call the Owner Services team quoting “Privileges Holiday Extras” between the operating hours of Monday to Friday between 9am and 5pm AEST on 1300 850 160 (AU) or 0800 850 160 (NZ)
- A booking fee (or one Housekeeping token if available to borrow) applies to Privileges Holiday Extras bookings

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### **Confirmation, Changes & Cancellations**

Once a reservation is confirmed, you will receive a confirmation letter via email or in the mail from RCI, which looks similar to the below:



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Member Id: [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

RCI Pacific Pty Ltd-Australia  
PO Box 6495 GCMC, Qld - 9726  
PH: Toll Free 1300 368 800 Fax: 07 5588 9988

RCI Pacific Pty Ltd-New Zealand  
PO Box 11561, Ellerslie, Auckland, New Zealand, 1542  
PH: Toll Free 0800 368 800 Fax: 0800 183 635  
Web: [www.rci.com](http://www.rci.com) Email: [pacific.member@rci.com](mailto:pacific.member@rci.com)

RCI Reservations Consultants are available:  
Monday-Friday: 8:00 AM - 7:00 PM EST  
Saturday: 8:00 AM - 2:00 PM EST

### HOLIDAY CONFIRMATION

Pack Your bags! You're going on holidays! Congratulations.

RCI is pleased to confirm your holiday into the following resort:

**MANLY NATIONAL**  
22 CENTRAL AVENUE  
MANLY NSW 2095 AUSTRALIA

Please present this confirmation form when you arrive. The resort staff will then confirm your unit details and give you further instructions.

Conf Date	Check In	Check Out	Bedroom	Occ Max	Occ Priv
03 May 2017	18 May 2018 14:00	25 May 2018 10:00	1	04	02

For Important Information about your holiday please [Click Here](#) to download the Resort Profile.

Terms and Conditions 1. LATE CHECK-IN: Please notify the resort in advance if you anticipate a late arrival. 2. TRANSFERRING AN EXCHANGE: This confirmation is transferable only with an RCI Guest Certificate. 3. FEES AND ASSESSMENTS: When you utilise the RCI booking system, you warrant that you have paid, or will pay when due, all maintenance fees and other assessments with respect to the holiday time you own at your resort. 4. GUEST CERTIFICATES: The RCI member who received the confirmed booking is the only individual who may request a Guest Certificate. 5. CANCELLING A BOOKING: Please notify RCI by telephone or in writing if your plans should change. The following cancellation fees apply. Cancellation Fees (time before start date): - 30 days or more: \$75.00 - 29 days or less: Full Fee 6. PLEASE CONTACT THE RESORT TO ADVISE OF YOUR PARTY SIZE AND BEDDING CONFIGURATION REQUIREMENTS.

Before making your travel arrangements, be sure to contact one of our professional RCI Travel Consultants. RCI Travel is an exclusive travel agency offering sensational rates and quality service. You can call RCI Travel toll free on 1300 301 044 (AUS) or 0800 301 044 (NZ).

Have a pleasant and relaxing holiday!



Why not ask us about the fantastic member rates and exclusive member benefits we offer on TRAVEL INSURANCE, including Loss of Exchange Fees and Maintenance Levies. RCI Travel Insurance is underwritten by QBE Insurance (Australia) Limited (ABN 78 003 191 035). A Product Disclosure Statement (PDS) should be considered before purchase. Available from [www.rci.com](http://www.rci.com) or phone 1300 301 044 (AUS).

If you wish to make a change to your reservation, you can call RCI directly and speak to an RCI Consultant who can assist with their enquiries.

### Booking Windows

Booking Option	Booking Window
Confirm First	Up to 2 years in advance
Instant Exchange	Up to 30 days in advance
Split Weeks/Nightly Stays	Up to 10 months in advance
Privileges Holiday Extras	31 to 121 days in advance

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### Cancellation Policies

Booking Option	Cancellation Policies
Confirm First	<input type="checkbox"/> Cancelled 22 days or more in advance: <ul style="list-style-type: none"><li>○ All Vacation Credits &amp; Housekeeping returned (either WorldMarkSP account or RCI account)</li><li>○ \$75 forfeited from exchange fee, remainder refunded</li></ul> <input type="checkbox"/> Cancelled 21 days or less in advance: <ul style="list-style-type: none"><li>○ Vacation Credits are not returned to WorldMarkSP account</li></ul>
Instant Exchange	<input type="checkbox"/> No refund if cancelled
Split Weeks/Nightly Stays	<input type="checkbox"/> Cancelled 120 days or more in advance: <ul style="list-style-type: none"><li>○ All Vacation Credits &amp; Housekeeping returned (either WorldMarkSP account or RCI account)</li></ul> <input type="checkbox"/> Cancelled 119 days or less in advance: <ul style="list-style-type: none"><li>○ Vacation Credits are not returned to WorldMarkSP account</li><li>○ <u>Vacation Credits returned to RCI account only</u></li><li>○ Housekeeping token/fee is not returned - When a subsequent booking is made with the returned Vacation Credits (from RCI Balance) a new Housekeeping fee/token will be required</li></ul>
Privileges Holiday Extras	<input type="checkbox"/> Cancelled 22 days or more prior to arrival date: <ul style="list-style-type: none"><li>○ All Vacation Credits returned to WorldMarkSP account</li></ul> <input type="checkbox"/> Cancelled 21 days or less prior to arrival date: <ul style="list-style-type: none"><li>○ No Vacation Credits returned</li></ul>

### Check In Days

Booking Option	Check In Days
Confirm First	Usually Friday or Saturday nights only
Instant Exchange	Usually Friday or Saturday nights only
Split Weeks/Nightly Stays	Usually Friday-Sun or Mon-Thurs (Split Weeks)
Privileges Holiday Extras	Usually Friday, Saturday or Sunday nights only

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### Length of Stay

Booking Option	Length Of Stay
Confirm First	Seven night stays
Instant Exchange	Seven night stays
Split Weeks/Nightly Stays	Usually Friday-Sun or Mon-Thurs (Split Weeks)
Privileges Holiday Extras	Seven night stays

### Owner Contact Information

Privileges members can visit [www.privilegesbywyndham.com.au](http://www.privilegesbywyndham.com.au) or call the below phone numbers for additional information about the program benefits.

Contact Team	Country/Region	Contact Number	Service Hours (Local Time)	
			Mon-Fri	Sat-Sun
Owner Services	Australia	1300 850 160	AEST 7:30am - 8pm AEDT 8:30am - 9pm	AEST 8:30am – 4:30pm AEDT 9:30am – 5:30pm
Owner Services	New Zealand	0800 850 160	NZST 9:30am - 10pm NZDT 10:30am – 11pm	NZST 10:30am – 6:30pm NZDT 11:30am – 7:30pm
RCI	Australia	1300 737 667	AEST 8:00am – 7:00pm AEDT 9:00am – 8:00pm	AEST 8:00am – 2:00pm AEDT 9:00am – 3:00pm
RCI	New Zealand	0800 737 667	NZST 10:00am - 9pm NZDT 11:00am – 10pm	NZST 10:00am - 4pm NZDT 11:00am – 5pm

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