



## Exchanging 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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### **How Does Exchange Work?**

WorldMarkSP's unique Credit-based system provides trading power when exchanging with RCI, unlike fixed week timeshare, where a deposit of inventory is required before starting a search, and trading value is based on the season and size of the unit deposited. Therefore, WorldMarkSP's Credit-based system offers you flexibility and options when exchanging with RCI.

RCI has access to timeshare resorts worldwide, which can be viewed via the link on [www.worldmarksp.com](http://www.worldmarksp.com) or [www.rci.com](http://www.rci.com)

These resorts are affiliated with RCI, and can be booked subject to availability. Where traditional timeshare is unavailable or scarce, RCI may have sourced alternative resorts in other locations. These non-timeshare rooms may be available to be booked as a Rental:

- For Vacation Credits or cash for Privileges members or;
- For cash for WorldMarkSP Premier Owners

When RCI members deposit their holiday entitlements (Vacation Credits or Weeks) with RCI, they are placed into a central availability pool called the Spacebank. This is where all the deposits of RCI members from around the globe are stored and you are able to select a holiday from it.

The holiday options that RCI can offer depend on what is available in the pool at the time, and relies on other members to deposit their holiday entitlements at their Club or timeshare resort.

This system then allows you to exchange Vacation Credits for a week of time at any available RCI Affiliated Resort.

You can browse the RCI directory of resorts online at [www.worldmarksp.com](http://www.worldmarksp.com) to find your desired location, but it is important to note that check in days are usually Friday or Saturday when booking accommodation through RCI.

You can book up to 2 years in advance.

Once you decide where you would like to travel to, you simply confirm your reservation online or over the phone with an RCI consultant, and pay the applicable exchange and housekeeping fees.

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### **Confirm First**

When exchanging Vacation Credits with RCI there are two options. The first option is Confirm First.

Confirm First simply means that you can confirm a reservation before transferring your Vacation Credits to RCI. Vacation Credits are then deducted after the reservation is confirmed.

You can search the online system, or find availability over the phone with an RCI consultant, confirm a reservation and pay the exchange fee. Once confirmed, Vacation Credits and a Housekeeping token/fee are deducted from your WorldMarkSP account (usually within 3 business days).

If you do not have enough Vacation Credits after a reservation is confirmed, you can pay cash. The shortfall of Vacation Credits is charged at \$0.15c per Vacation Credit.

Confirm First reservations can be made up to 2 years in advance of the travel date and are subject to an RCI exchange fee.

All WorldMarkSP Owners with a current RCI membership can book a Confirm First reservation, however WorldMarkSP Premier Owners only have access to the WEEKS Pool of Inventory, while Privileges members can access the POINTS pool as well which provides added flexibility for nightly stays.

### **How to Book**

1. Search online at [www.worldmarksp.com](http://www.worldmarksp.com) and click on "RCI Exchange" or call an RCI Consultant
2. Check availability by region & date range
3. Confirm reservation
4. Pay Exchange Fee, Vacation Credits and Housekeeping Fee
5. Receive confirmation

To view the Confirm First cancellation policy, please view the "Booking with RCI Owner Fact Sheet".

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### **RCI Spacebank**

The second exchange option is Spacebanking.

Spacebanking simply means you are transferring Vacation Credits to your RCI account without making a booking.

When Spacebanking Vacation Credits, they should transfer overnight (maximum up to 72 hours) to show in your RCI account.

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The deposit must be a minimum of 3000 Vacation Credits, but any amount can be deposited, i.e. 7605 Vacation Credits.

Spacebanking extends the life of Vacation Credits for travel within RCI for up to 2 additional years.

Once Vacation Credits have been placed in RCI's Spacebank, they cannot be moved back into the WorldMarkSP account, therefore it is recommended that Spacebank only be used when the Vacation Credits are due to expire.

When you makes a Confirm First booking, either online or via phone, the deposited Vacation Credits (in the Spacebank) will be used first. The remaining balance will be deducted from the WorldMarkSP account balance, if necessary.

If the destination of choice is not available at the time of the request, you can put an Ongoing Search in the system. This means your request will remain in the queue for inventory, and the RCI guide will contact you if something becomes available and then you can confirm the exchange.

If you book using less Vacation Credits than your deposit in the Spacebank, you can keep the remaining balance towards your next RCI booking.

You are not required to Spacebank a Housekeeping token with your deposited Vacation Credits, as this will be taken at the time of confirmation, if necessary.

You can contact the WorldMarkSP Owner Services team to Spacebank your Vacation Credits into RCI's Spacebank. All RCI reservations made using Spacebanked Vacation Credits are subject to an RCI Exchange fee and a WorldMark Housekeeping fee will be applied to your WorldMarkSP account.

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### **Credit Exchange Values**

#### **Vacation Credit Rates**

Similar to WorldMark South Pacific Club Vacation Credit Charts, RCI has Red, White and Blue seasons. Red is the high season, White is the mid or shoulder season and Blue is the off peak season.

The Vacation Credit Rates for RCI's accommodation range from 4,000 Vacation Credits in the Blue Season for a Studio room, up to 12,000 Vacation Credits for a three bedroom apartment in the Red Season. All Vacation Credit rates are listed below:



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RCI VACATION CREDIT RATES	RED	WHITE	BLUE
Studio	8,000	6,000	4,000
One-bedroom	9,000	7,000	5,000
Two-bedroom	10,000	8,000	6,000
Three-bedroom	12,000	9,000	7,000
Instant Exchange	3,000	3,000	3,000

### Instant Exchange

Instant Exchange is last minute seven nights accommodation worldwide where bookings can be made less than 30 days before the check-in date.

This seven nights accommodation is only 3,000 Vacation Credits - regardless of the location, apartment size and season that is chosen.

An Exchange fee and a Housekeeping service will be charged at the time of confirming a reservation and you can book an Instant Exchange online or by contacting RCI directly.

RCI VACATION CREDIT RATES	RED	WHITE	BLUE
Instant Exchange	3,000	3,000	3,000

### Exchange Fees

See below the Exchange fees applied when booking with RCI:

RCI Australian Members' Exchange Fees	RCI New Zealand Members' Exchange Fees
Domestic AUD\$119 per exchange	Domestic NZD\$119 per exchange
International AUS\$229 per exchange	International NZD\$229 per exchange

Privileges Elite, Diamond, Platinum and 100 Club members enjoy Exchange fee discounts when calling an RCI consultant to confirm a reservation. The discounts are as per the below:

Privileges Membership Tier	Discount
Privileges Elite Member	\$10 off
Privileges Diamond Member	\$20 off
Privileges Platinum Member	\$30 off
100 Club Member	\$40 off

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### Housekeeping Fees

When confirming a reservation with RCI, a Housekeeping fee is required. If you have a Housekeeping token available, or available to borrow, this may be used towards your RCI reservation.

If you do not have a Housekeeping token available, or any tokens available to borrow, you will be charged a fee based on the room size you are booking.

Housekeeping fees are the same amounts per room size as WorldMarkSP Housekeeping fees.

You do not have to pay Housekeeping on Rental Bookings as there is no Inventory Exchange.

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### Privileges Holiday Extras

As a benefit of being a Privileges member, you gain access to additional fixed week resort inventory at reduced prices provided by RCI at resorts not managed by Wyndham.

Inventory is displayed at [www.privilegesbywyndham.com.au](http://www.privilegesbywyndham.com.au) in Vacation Credit values for you to view:

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
22 Jan 2018	7	1 Bedroom	4	Holiday Extras	3000
22 Jan 2018	7	2 Bedrooms	6	Holiday Extras	4000
24 Feb 2018	7	1 Bedroom	4	Holiday Extras	3000

Bookings can be made 31 to 121 days prior to arrival date for seven night stays only.

A booking fee (or one Housekeeping token if available to borrow) applies to Privileges Holiday Extras bookings.

Accommodation is provided by external suppliers and the quality of accommodation may vary between destinations.

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Only one Privileges Holiday Extras reservation for the same dates is permitted and Guest Certificates are not accepted, although friends and family can accompany you during the resort stay subject to occupancy limits for the apartment booked.

If a Privileges Holiday Extras booking is cancelled, you may be subject to a charge for the applicable number of Vacation Credits required.

To view the Privileges Holiday Extras cancellation policy, please view the “Booking with RCI Owner Fact Sheet”.

For all enquiries and bookings, you can contact the Owner Services team quoting “Privileges Holiday Extras” during the operating hours of Monday to Friday between 9am and 5pm AEST on 1300 850 160 (AU) or 0800 850 160 (NZ).

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### **RCI Rentals**

All RCI members can book RCI Rental properties using cash, however only Privileges members can book using their Vacation Credits. These are booked by calling an RCI consultant (via telephone only), similar to a Confirm First reservation.

RCI Rentals are rental inventory only (not exchanged), that all RCI members can book using cash. This is additional inventory offered by RCI as an option when exchange inventory may not be available. As this is not an exchange – there is no RCI Exchange fee or Housekeeping fees charged to you.

Credit values are worked out with a formula based on the cash rate of the inventory booked – therefore more expensive resorts equal more Vacation Credits.

Some resorts can be booked for split week stays; either three nights (Fri-Sun) or four nights (Mon-Thurs) and are usually only in the Asia Pacific Region.

Expiring Vacation Credits (within 90 days) cannot be used on Rental bookings, and previously Spacebanked Vacation Credits cannot go towards Rentals, as these have been banked into the RCI Exchange Pool.

Only Privileges Qualified Vacation Credits can be used towards Rentals (Secondhand Credits, Bonus Credits and Trade Credits cannot be applied to Rental Bookings - similar to Personal Choice through Travel by Wyndham). If a Rental booking is cancelled prior to 60 days before check-in, all Vacation Credits are returned.

If the booking contained Vacation Credits that have since expired, an attempt will be made to reshuffle the Vacation Credits into another booking. As this is not always possible, it is recommended that you contact the Owner Services team to advise that you have cancelled an RCI booking that contains expired Vacation Credits, and make another WorldmarkSP booking that the Vacation Credits can be reshuffled

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into. Any bookings cancelled within 60 days of arrival, Vacation Credits are forfeited, and RCI advises you of this at the time of cancellation.

If you do not have enough Vacation Credits to complete a Rental booking, the shortfall of Credits is charged at \$0.15c per Credit. RCI will contact you to advise of the insufficient Vacation Credits and it can be cheaper for you to pay cash to RCI or to book with cash through Travel by Wyndham.

### **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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