

Banff Rocky Mountain Resort

103 – 808 – 42 Ave SE
Calgary, Alberta, Canada T2G 1Y9

Telephone: 403-259-9862 or 1-877-663-6332
Facsimile: 403-252-0076 or 1-877-826-1801

August 2009

Dear Timeshare Owner:

In January 2007, Royal Host contracted Fairmont Resort Properties Ltd to provide Customer Service for the timeshare owners of the Banff Rocky Mountain Resort. Both parties have decided to terminate the agreement.

As a result, on August 1, 2009, Banff Rocky Mountain Resort assumed responsibility for the Customer Service for the owners at the Resort.

You will receive the same great service you have received in the past. We are pleased to announce that Marla Lawlor has joined our team as Customer Service Manager. Marla worked at Royal Host for 10-years in the Customer Service Department and brings a wealth of knowledge and experience to the position. Also joining the team is Dan Walker, who previously worked at Royal Host for 5-years in the Customer Service Department.

Customer Service has moved back to the Royal Host office at:

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Fax : 403-252-0076 or 1-877-826-1801

Sincerely;

Vicki Smith

General Manager
Banff Rocky Mountain Resort