

Banff Rocky Mountain Resort

Newsletter – Fall 2009

Make The Best Of Your Vacation Week

- ✓ *Contact our office in advance to confirm attendance and guests of 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 use or banking of your week.*

Maintenance Fees

The Maintenance fee billings are normally mailed in the fall 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 any agency, you may prepay your fees in advance of your billing. You will be charged according to the current year fees and will be billed for any difference. Maintenance fees can be paid by cheque or money order through the mail, or with a Major Credit Card by phoning our Customer Relations Department.

The following procedures are in place regarding the 2010 maintenance fees:

- Maintenance fees are due January 31, 2010
- Maintenance fees must be paid in full prior to being able to bank your use week or attend your use week.

If you would prefer to set up a monthly payment plan with a Major Credit Card, we would be happy to accommodate you. Please keep in mind that you will not be able to book or bank your week until the full amount has been paid, and that your payment plan will only be for the current year, not continuous, and you must contact us to arrange a new payment plan with us each year.

Wireless Internet

The Resort is pleased to announce that wireless internet is now available in guest suites for a fee. Please inquire at the front desk for details.

Renovations

Renovations started again Fall of 2009. When this round is completed, we will have 68 timeshare units completed. This will bring us to about 80% of the timeshare units having the renovations completed.

These renovations include the following:

STANDARD SUITES – New wallpaper, carpet, light fixtures, sofas, curtains, beds & bedspreads, larger desks with lamps; Wet-bar area replaced with a wall unit containing fridge and coffee maker; Bathrooms have new tub, tile surround, vanity & mirror, faucets, and toilets.

ONE BEDROOM/STUDIO – New cupboards, sinks, faucets, wallpaper, carpet, light fixtures, sofas, curtains, beds & bedspreads; Ovens are being added to the kitchens, fireplaces being refitted; Bathrooms have new tub, tile surround, vanity & mirror, faucets, and toilets.

TWO BEDROOM/LOFT -- New cupboards, sinks, faucets, wallpaper, carpet, light fixtures, sofas, curtains, beds & bedspreads; Ovens are being added to the kitchens, fireplaces being refitted; Bathrooms have new tub, tile surround, vanity & mirror, faucets, and toilets; ½ Bathrooms have new glass shower with tile surround, vanity & mirror, faucets and toilets.

Your patience while these renovations are in progress is greatly appreciated. Until all renovations are completed, we are not able to guarantee a renovated suite to anyone using the resort.

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.

Pet Policy

Small pets are allowed at the resort for a fee of \$20CDN per pet/day up to a maximum of \$60CDN per pet/week (plus taxes). **No Exceptions.** You must advise the resort prior to check-in if you are travelling with pets, and the allergy-free units are not available to guests travelling with pets.

Smoke Free

Please note that Banff Rocky Mountain Resort is now entirely "Smoke-Free"! There is a mandatory fine of \$250.00 if any guest smokes in a room, and upon checking in you will be required to sign a registration card stating these terms and conditions.

Year/Week Calendars

We have included a copy of Year Calendars for the next 4-years in this mailing. Please note – the resort runs Sunday to Sunday. Check-in is 5:00PM and check-out is prior to 10:00AM. **You must ensure you are aware of the proper dates for your week, based on our Calendar, and not another Exchange Company's.**

Attending & Guests

In order to make check-in run quicker and smoother, if you are attending your Fixed Week, please advise Customer Service so we can pre-register you.

If you are not attending your week and are having guests attending your week, you must have written confirmation from Customer Service that your guests must present at check-in. If different guests are attending and checking out during the week, each guest must have written confirmation for their stay. As the owner of the program, you are ultimately responsible for any guests that use your program.

Bonus Weeks

Bonus Week time is created from unsold Developers' weeks, unused owners' weeks and space banked with exchange companies but left unused. The Bonus Week program is meant for your personal use and for your immediate family. Bonus Weeks cannot be banked or rented.

The current rates for Bonus Weeks at the Banff Rocky Mountain Resort, is equal to the current year's Maintenance Fee Amount. Bonus Weeks at non-affiliated resorts may start as low as \$495.00, however generally the rates average between \$500 to \$700, depending on the season you wish to travel, and may be \$750+ for peak season locations and dates. All Bonus Week fees are in Canadian or US funds depending on destination, and applicable taxes are additional. Rates are subject to change.

Bonus Days

Bonus Days are based on extra availability from unused inventory, and their availability is greater during the off-season. As members tend to use their vacation weeks during the peak times, Bonus Days may be extremely limited or unavailable. Room types available range from standard hotel rooms, to studio, one bedroom, and to two bedroom condo units. There may be certain times that the Resort has deemed 'blackout' times, when Bonus Days may be unavailable. **Only members of the BRMR program are able to call in the bookings. The Member Rate is only available to those named on the contract or immediate household.** Requests for Bonus Days may be made up to 14 days in advance, with a maximum of 4 consecutive nights. Here are the current rates, which are per room, per night:

For Dates From Jan 02 - May 20; Oct 12 - Dec 18

BRMR Member Rate: \$80.00CAD (+ taxes)
Friends & Family Rate: \$105.00CAD (+ taxes)

For Dates From May 25 - Oct 07 - very limited

BRMR Member Rate: \$80.00CAD (+ taxes)
Friends & Family Rate: \$130.00CAD (+ taxes)

PLEASE NOTE - when offers are made, should we reach a voice mail, nothing is on hold. You must call back as soon as possible to check availability, and if available, a credit card is required to guarantee the reservation.

Rental & Resale

As a pre-paid vacation owner, you have the option of renting out your Use Week. There are several ways that you may wish to do this, including advertising in a newspaper, through work, on the internet, or listing with a rental company. When dealing with the various companies that offer these particular services, we recommend that you take the time required to investigate the company prior to placing your unit or ownership with them. Please contact our Customer Relations Department or view our web-site to obtain a Rental/Resale Guide.

We have heard from members who have lost thousands of dollars "listing" their programs for sale without investigating these companies. Some of these companies offer a one year guarantee on resale, but do not exist at the one year time period. A call to the Better Business Bureau is always a safe bet. **Remember - If it sounds too good to be true, it generally is.**

Exchange Companies & Banking

There are a number of agencies that do Exchanges. You will need to contact the companies directly for more details on their policies, resort locations, and fees. 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

Dial An Exchange

1-800-468-1799 www.dialive.com

Trading Places International

1-800-365-7617 www.tradingplaces.com

GEOPremiere

1-905-787-8218 www.geopremiere.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. Keep in mind, most companies have a 60 day prior banking deadline. 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 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.

How to Contact Us

In order to serve you better and arrange sufficient time for your questions, if you are planning on visiting the corporate office in person, please call ahead to arrange an appointment with your Customer Service Administrators, Maria or Dan.

Hours of Operation

Monday - Friday 8:00AM - 4:30PM Mountain Time
Closed for Lunch between 12:00PM - 1:00PM

Mailing Address

Banff Rocky Mountain Resort
103 - 808 42 Ave SE
Calgary, AB T2G 1Y9

Toll-Free Phone 1-877-663-6332

Local Phone 403-259-9862

Toll-Free Fax 1-877-826-1801

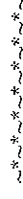
Local Fax 403-252-0076

Email maria@rockymountainresort.com

dani@rockymountainresort.com

Website: www.rockymountainresortmembers.com

www.banffrockymountainmembers.com



On behalf of the Staff and Management at Royal Host and the Banff Rocky Mountain Resort, we wish to offer Seasons Greetings for the Holidays and all the best for the year 2010!

