

Banff Rocky Mountain Resort

Newsletter – November 2010

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.

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. The names on your Invoice/Statement are the only authorized people allowed to call about your account, unless you have sent in written authorization.

Pet Policy

Small pets are allowed at the resort for a fee of \$25CDN per pet/day up to a maximum of \$75CDN per pet/week (plus taxes). No more than 2 pets per room. **No Exceptions.** You must advise the resort prior to check-in if you are travelling with pets, and allergy-free units are not available to guests travelling with pets.

Wireless Internet

The Resort is pleased to announce that wireless internet is now available in guest suites. Please inquire at the front desk for details. As of January 1, 2011 guest room internet is *complimentary*.

Smoke Free

Please note that Banff Rocky Mountain Resort is now entirely **"Smoke-Free"**! There is a mandatory fine of \$200.00 if any guest smokes in a room, and upon checking in you will be required to sign a registration card agreeing to these terms and conditions.

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 and confirm the dates of your week.

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.

Year/Week Calendars

We have included a copy of the 2011 year in this mailing. If you wish to obtain a Year Calendar for future years, you may download those calendars from the website.

www.banffrockymountainresortmembers.com

Please note that 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.**

BBQ's

Due to Parks Canada Regulations, all the BBQ's on the property have been relocated to the Gatehouse side, just by the outdoor hot-tub.

Maintenance Fees

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, or online in the Maintenance Fees section of the website. www.banffrockymountainmembers.com/member_maintenance.html

The following policies are in place regarding the 2011 maintenance fees:

- Maintenance fees are due December 31, 2010
- Maintenance fees must be paid in full prior to being able to bank your use week or attend your use week.
- By website
www.banffrockymountainmembers.com/memeber_maintenance

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. You must contact us to arrange a new payment plan each year. You may also prepay on a payment plan towards future year maintenance fees.

Effective January 1, 2012, as per your contracts, Interest/Late Charge of 2% per month will be charged on any past due amount.

Renovations

As of 2010, we have 68 timeshare units completely renovated (about 80% of the timeshare inventory). It is our goal to have all guest unit renovations completed prior to December 2011 (barring unforeseen circumstances). 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.

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 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 Service 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.**

Bonus Weeks

Bonus Week time is created from unused owners' weeks and weeks 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. Please contact Customer Service to inquiry for Rates and Availability. Some weeks are blacked out and not available.

Exchange Companies & Banking

NOTE: Maintenance Fees need to be paid or prepaid prior to banking your week with an Exchange Company.

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.daeline.com

Trading Places International

1-866-219-3367 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 week **it is not done automatically**. To guarantee 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.



Bonus Days – effective January 1, 2011

Bonus Days are based on extra availability. It comes from unused inventory, and its availability is likely to increase during the off-season. Room types available range from standard hotel rooms to studios, to one-bedroom, and two-bedroom units. Requests may be made up to 21 days in advance, with a maximum of 4 consecutive nights.

MEMBERS (those listed on the Contract only)

- Office hours are Monday through Friday from 8:00 AM to 4:30 PM, Mountain Time
- You must phone 403-259-9862 or 1-877-663-6332
- The Bonus Day Rate will not be offered at Front Desk
- Member Rate is currently \$80.00 plus taxes, per night
- Availability is only at the Banff Rocky Mountain Resort
- Based on availability, and subject to blackouts
- Excludes Holiday Season between December 24 and January 3, and most Holiday Long Weekends

FRIENDS & FAMILY

- You may check and book availability at the following website www.bestofbanff.com/brmrdiscount
- Up to 25% discount at the following properties currently:
 - Banff Rocky Mountain Resort
 - Banff Caribou Lodge
 - Banff Ptarmigan Inn
 - Fox Hotels & Suites
 - Hidden Ridge Resort
 - Inns of Banff
- Click the *Book Now* button to use the Special Promotion Code
- Based on availability, and subject to blackouts
- Excludes Holiday Season between December 24 and January 3, and most Holiday Long Weekends

How to Contact Us



Hours of Operation ó Mountain Time

Monday ó Friday 8:00AM ó 4:30PM
Closed for Lunch between 12:00PM ó 1:00PM

Mailing Address

Banff Rocky Mountain Resort
PO Box 1070
Banff, AB T1L 1H8

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 marla@rockymountainresort.com
mlawlor@bestofbanff.com

Website: www.banffrockymountainmembers.com

On behalf of the Staff and Management at Banff Rocky Mountain Resort and Banff Lodging Company, we wish to offer Seasons Greetings for the Holidays and all the best for the year 2011!