

*Banff Rocky Mountain Resort*  
*Floating Weeks*

**MEMBER SERVICES GUIDE**

Revision 09/28/2022

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Welcome to the wonderful world of Vacation Ownership. This guide is meant to help you understand the services available to you through the Customer Relations Department.

The Customer Relations Department is here to help you with your program. If you have any questions they are just a phone call away. You will speak to an agent in the Customer Relations Department when you call in to:

- pay your maintenance fees
- pre-register to Attend your Use Week
- to arrange banking of your Use Week
- to request our advice regarding banking and exchanges
- to arrange bonus time
- or if you have any general questions about your ownership details and how the program works.

## **HOW TO CONTACT US**

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### **BANFF ROCKY MOUNTAIN RESORT CUSTOMER SERVICE**

PO Box 1070  
Banff, Alberta  
T1L 1H8 Canada

#### **Customer Service Department**

Telephone: 1-877-663-6332 (toll-free)  
403-259-9862

Fax: DISCONTINUED

E-mail: [marla@rockymountainresort.com](mailto:marla@rockymountainresort.com)  
[mlawlor@bestofbanff.com](mailto:mlawlor@bestofbanff.com)

Website : [www.banffrockymountainmembers.com](http://www.banffrockymountainmembers.com)

#### Hours of Operation – Mountain Time

Monday – Thursday 8:00 AM – 4:30 PM

Friday (from June 1 – Sept 30) 8:00 AM- Noon

Friday (rest of year) 8:00 AM – 4:30 PM

We do close for Lunch and for all Provincial/Federal Holidays.

### **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.

## **PAYING YOUR MAINTENANCE FEES**

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Maintenance fee billings are normally mailed in the fall, for the following year. Fees are payable each year within 30 days of the invoice date, even in cases where you have not used your week. If you are eager to get your vacation request started for any particular year, you may pay your fees in advance of your billing. You will be charged according to the current year fees and will be billed for any difference.

You may pay your maintenance fees easily by:

- a) cheque or money order for the full amount
- b) Major Credit Card, by phoning our Customer Service Department
- c) Payment plans may be set up by phoning the Customer Service Department
- d) Go to our website: [www.banffrockymountainmembers.com/member\\_maintenance.html](http://www.banffrockymountainmembers.com/member_maintenance.html)

Banff Rocky Mountain Resort will make every attempt to send out reminder notices for accounts that are not current. Please remember that your maintenance fees must be current before attending, banking or renting out your Use Week.

*Effective January 1, 2012: Payments not received by the due date are subject to a late charge of 2% per month of the amount past due.*

## **USE WEEK**

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**You have purchased a vacation opportunity, available to you for years to come.**

You are entitled to the use of one week, within a specific season, either every year or every other year, at the Banff Rocky Mountain Resort as stated on your Certificate/Contract. The check-in and check-out days at Banff Rocky Mountain Resort are from Sunday to Sunday.

### **What are my options for my Use Week?**

You may choose to use your ownership week. Ensure your maintenance fees are paid and simply call the Customer Service Department to book your Use Week. You will be provided with a confirmation letter and information package if the space requested is available. As Prime Season inventory is very limited, we recommend that you call us early, (example 365 days in advance), if you are requesting to Attend a Prime Season week (example summer).

Once your Use Week is booked, you may offer your week to a guest. If you choose this option, please call the Customer Service Department to notify them of your guests' arrival. A confirmation letter will be provided in the guests' name for check in purposes.

You may bank your week with an exchange company of your choice. This will allow you to trade your Use Week for something else.

## **BANKING YOUR WEEK**

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If you choose not to attend your ownership week at the Banff Rocky Mountain Resort, you must bank your week **within your current use year** with an exchange company or it will be lost. It is your responsibility to bank your week – **it will not be done automatically**. There are different exchange companies with whom you may choose to bank your week, so please remember to check with them regarding their policies.

Since you don't own a specific fixed week, we encourage you to call us early in the year, or up to two years in advance, to have the best possible inventory for your banking assignment. Once you have banked with a particular exchange company, you will make your requests for exchanges with them against your banked week.

**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

The absolute deadline date to have your week banked is November 30 for each year, however, waiting until the deadline date limits your banking options.

### **Banking with Exchange Companies**

If you choose to bank your Use Week with an exchange company, you must ensure your maintenance fees are paid prior to banking. You must contact the Customer Relations directly so that we can help you process your banking. Once your week has been banked, you must contact the Exchange Company you have deposited your week with to make exchange requests. ***Exchange companies have different banking deadlines and policies, so please check with your chosen exchange company for details.***

If you have previously been given an assignment for your Use Week to Attend, you may cancel and bank your reserved week subject to confirmation of the banking by your chosen exchange company. Keep in mind, their banking deadlines still apply.

Once your banking has been processed and confirmed, you should receive a Banking Acceptance Letter, from your chosen exchange company, which acknowledges that your week is banked and provides you with the expiry date of that banking. Should you not receive such proof within 2 weeks after your banking request, please contact your chosen exchange company to verify your banking status.

### **Some Exchange Companies You May Use**

R.C.I.	Resort is # 1637	1-800-338-7777	<a href="http://www.rci.com">www.rci.com</a>
I.I.	Resort is BRM	1-800-828-8200	<a href="http://www.intervalworld.com">www.intervalworld.com</a>
7Across (formerly DAE)		1-800-468-1799	<a href="http://www.7across.com">www.7across.com</a>
Trading Places International		1-866-219-3367	<a href="http://www.tradingplaces.com">www.tradingplaces.com</a>

## **MAKING EXCHANGE REQUESTS**

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Through your chosen exchange company, we ask that you keep these exchange guidelines in mind when making your exchange requests:

<b>If you own:</b>	<b>You may request:</b>
<b>HIGH SEASON</b>	<b>HIGH, MID OR LOW SEASON</b>
<b>MID SEASON</b>	<b>MID OR LOW SEASON</b>
<b>LOW SEASON</b>	<b>LOW SEASON</b>

<b>If you own:</b>	<b>You may request:</b>
<b>2 BEDROOM UNIT</b>	<b>2 BEDROOM UNIT OR SMALLER</b>
<b>1 BEDROOM UNIT</b>	<b>1 BEDROOM UNIT OR SMALLER</b>

When working through an exchange company, we encourage you to be flexible with locations and travel dates, and to put your request in as early as possible (up to 1 year in advance).

Please keep in mind that Vacation Ownership and Club Membership programs throughout the world are operated on a 1-week, 1-unit basis, therefore, it is rare for two matching weeks or units to be offered simultaneously. When requesting multiple weeks or units, you must be prepared to confirm on 1 week or unit at a time, as they become available.

## **BONUS WEEKS**

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Bonus Week time is created from 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 Bonus Weeks are only available at the Banff Rocky Mountain Resort. There are no limits to the number of weeks you can book, however all bookings are based on availability and there are black-out times. The nightly rate equals the current Bonus Day Rate. Once booked, the payment is required at time of booking and the reservation becomes non-cancellable and non-refundable. The Bonus Weeks are blacked-out and not available Spring Break week; Easter Week; from mid-June to mid-September and over the Christmas and New Year's weeks.

If you work with an Exchange Company, they may have a similar program to our Bonus Weeks, but they may be called either a Bonus Week, Getaway or Great Escape. You would have to discuss with your chosen exchange company the programs they offer and their rates and booking process.

# BANFF BONUS DAYS

As of January 1, 2022

Bonus Days are based on extra availability. It comes from unused inventory, and its availability is likely to increase during the off-season. The availability is based on hotel occupancy levels, and are more limited during the high demand times. Room types available range from standard hotel rooms, to studio, to one-bedroom, and to two-bedroom units.

## Season

( January 2<sup>nd</sup> to May 31<sup>st</sup> , 2022 )

( October 1<sup>st</sup> to December 15<sup>th</sup> , 2022 )

- Requests may be submitted 30-days prior to your requested travel dates.

## Black-out Dates for 2022

All Holiday Long Weekends

Spring Break Week and Easter Week

Summer from June 24 – September 5

Holiday Season between December 16, 2022 and January 3, 2023

## MEMBERS (those listed on the Contract only)

- You must phone Customer Service at 403-259-9862 or 1-877-663-6332
- Bonus Days will not be offered at Front Desk
- **Hotel Room Rate** and **1-Bedroom Rate** is currently:
  - \$90.00 plus taxes, per night Sunday thru Thursday
  - \$110.00 plus taxes, per night Friday & Saturday
- **2-Bedroom Rate** is currently:
  - \$160.00 plus taxes, per night Sunday thru Thursday
  - \$180.00 plus taxes, per night Friday & Saturday
- Only available at the Banff Rocky Mountain Resort
- A credit card is required at the time of booking to guarantee the reservation
- Cancellation is 72-hours prior, without penalty
- If you do not attend and do not cancel, you will be charged 1 nights' accommodation
- Based on availability and subject to blackouts

## FRIENDS & FAMILY

The website and promo code is for you to give out to Family & Friends wishing to travel to Banff.

- A friends and family discount is available when booking online at [www.bestofbanff.com](http://www.bestofbanff.com)
- Choose the Add Code link on the Reservations Check Availability window
- Use Promo Code **ROCKYFF22**
  - Promo code changes yearly, check Newsletter to updates
- Room discounts off the best available rate are available at:
  - Banff Rocky Mountain Resort
  - Banff Caribou Lodge & Spa
  - Banff Ptarmigan Inn
  - Fox Hotel & Suites
  - Hidden Ridge Resort
  - Tunnel Mountain Resort
  - Inns of Banff
- All discounts are subject to availability and subject to blackouts

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PLEASE REFER TO WEBSITE OR MOST RECENT NEWSLETTER FOR MOST CURRENT POLICIES

## **CANCELLATION POLICIES**

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### **Cancellation of an Owner or Guest Attend**

- You may cancel and bank your use week subject to confirmation of the banking by your chosen Exchange Company. Their normal banking deadlines still apply.

### **Cancellation of a Confirmed Exchange**

- Please check with your chosen exchange company for current policies.

### **Cancellation of a Confirmed Bonus Week/Wholesale Week**

- All Bonus Week/Wholesale Week bookings are non-cancelable and non-refundable.

## **RENTING OUT YOUR USE WEEK**

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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. Once you have a guest for your week, you must advise Customer Service so that we can book your guest and send out a confirmation letter.

## **RESALE OF YOUR PROGRAM**

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As we are not licensed to handle resale we do not provide those services. We have compiled an information guide to provide some assistance to our members who require such services. You can download the current Resale Guide from our website, found at [www.banffrockymountainmembers.com/member\\_resale.html](http://www.banffrockymountainmembers.com/member_resale.html)

It is ***imperative*** that you review the current Resale Guide from our website:  
[www.banffrockymountainmembers.com/member\\_resale.html](http://www.banffrockymountainmembers.com/member_resale.html)

There is **NO** company authorized to act on BRMR's behalf. We **DO NOT** recommend any so called companies to handle with any resales, or 'trade-ins' or the 'get out of your contract' as these companies take money and never follow through. Unfortunately, there is little legislation to protect the consumer – so it is *Seller Beware*.

If you have questions or concerns about your contract, **you need to contact our Customer Service office directly** to discuss options before working with a 3<sup>rd</sup> party. This is to protect you as there are a number of scams and fraudulent companies out there.

***Remember – If it sounds too good to be true, it generally is.***



# Banff Rocky Mountain Resort

2021

Week #	Sunday	to	Sunday
1	Jan-03	to	Jan-10
2	Jan-10	to	Jan-17
3	Jan-17	to	Jan-24
4	Jan-24	to	Jan-31
5	Jan-31	to	Feb-07
6	Feb-07	to	Feb-14
7	Feb-14	to	Feb-21
8	Feb-21	to	Feb-28
9	Feb-28	to	Mar-06
10	Mar-07	to	Mar-14
11	Mar-14	to	Mar-21
12	Mar-21	to	Mar-28
13	Mar-28	to	Apr-04
14	Apr-04	to	Apr-11
15	Apr-11	to	Apr-18
16	Apr-18	to	Apr-25
17	Apr-25	to	May-02
18	May-02	to	May-09
19	May-09	to	May-16
20	May-16	to	May-23
21	May-23	to	May-30
22	May-30	to	Jun-06
23	Jun-06	to	Jun-13
24	Jun-13	to	Jun-20
25	Jun-20	to	Jun-27
26	Jun-27	to	Jul-04
27	Jul-04	to	Jul-11
28	Jul-11	to	Jul-18
29	Jul-18	to	Jul-25
30	Jul-25	to	Aug-01
31	Aug-01	to	Aug-08
32	Aug-08	to	Aug-15
33	Aug-15	to	Aug-22
34	Aug-22	to	Aug-29
35	Aug-29	to	Sep-05
36	Sep-05	to	Sep-12
37	Sep-12	to	Sep-19
38	Sep-19	to	Sep-26
39	Sep-26	to	Oct-03
40	Oct-03	to	Oct-10
41	Oct-10	to	Oct-17
42	Oct-17	to	Oct-24
43	Oct-24	to	Oct-31
44	Oct-31	to	Nov-07
45	Nov-07	to	Nov-14
46	Nov-14	to	Nov-21
47	Nov-21	to	Nov-28
48	Nov-28	to	Dec-05
49	Dec-05	to	Dec-12
50	Dec-12	to	Dec-19
51	Dec-19	to	Dec-26
52	Dec-26	to	Jan-02
53			

confirmed 8/31/16

2022

Week #	Sunday	to	Sunday
1	Jan-02	to	Jan-09
2	Jan-09	to	Jan-16
3	Jan-16	to	Jan-23
4	Jan-23	to	Jan-30
5	Jan-30	to	Feb-06
6	Feb-06	to	Feb-13
7	Feb-13	to	Feb-20
8	Feb-20	to	Feb-27
9	Feb-27	to	Mar-05
10	Mar-06	to	Mar-13
11	Mar-13	to	Mar-20
12	Mar-20	to	Mar-27
13	Mar-27	to	Apr-03
14	Apr-03	to	Apr-10
15	Apr-10	to	Apr-17
16	Apr-17	to	Apr-24
17	Apr-24	to	May-01
18	May-01	to	May-08
19	May-08	to	May-15
20	May-15	to	May-22
21	May-22	to	May-29
22	May-29	to	Jun-05
23	Jun-05	to	Jun-12
24	Jun-12	to	Jun-19
25	Jun-19	to	Jun-26
26	Jun-26	to	Jul-03
27	Jul-03	to	Jul-10
28	Jul-10	to	Jul-17
29	Jul-17	to	Jul-24
30	Jul-24	to	Jul-31
31	Jul-31	to	Aug-07
32	Aug-07	to	Aug-14
33	Aug-14	to	Aug-21
34	Aug-21	to	Aug-28
35	Aug-28	to	Sep-04
36	Sep-04	to	Sep-11
37	Sep-11	to	Sep-18
38	Sep-18	to	Sep-25
39	Sep-25	to	Oct-02
40	Oct-02	to	Oct-09
41	Oct-09	to	Oct-16
42	Oct-16	to	Oct-23
43	Oct-23	to	Oct-30
44	Oct-30	to	Nov-06
45	Nov-06	to	Nov-13
46	Nov-13	to	Nov-20
47	Nov-20	to	Nov-27
48	Nov-27	to	Dec-04
49	Dec-04	to	Dec-11
50	Dec-11	to	Dec-18
51	Dec-18	to	Dec-25
52	Dec-25	to	Jan-01
53			

confirmed 8/31/16

2023

Week #	Sunday	to	Sunday
1	Jan-01	to	Jan-08
2	Jan-08	to	Jan-15
3	Jan-15	to	Jan-22
4	Jan-22	to	Jan-29
5	Jan-29	to	Feb-05
6	Feb-05	to	Feb-12
7	Feb-12	to	Feb-19
8	Feb-19	to	Feb-26
9	Feb-26	to	Mar-05
10	Mar-05	to	Mar-12
11	Mar-12	to	Mar-19
12	Mar-19	to	Mar-26
13	Mar-26	to	Apr-02
14	Apr-02	to	Apr-09
15	Apr-09	to	Apr-16
16	Apr-16	to	Apr-23
17	Apr-23	to	Apr-30
18	Apr-30	to	May-07
19	May-07	to	May-14
20	May-14	to	May-21
21	May-21	to	May-28
22	May-28	to	Jun-04
23	Jun-04	to	Jun-11
24	Jun-11	to	Jun-18
25	Jun-18	to	Jun-25
26	Jun-25	to	Jul-02
27	Jul-02	to	Jul-09
28	Jul-09	to	Jul-16
29	Jul-16	to	Jul-23
30	Jul-23	to	Jul-30
31	Jul-30	to	Aug-06
32	Aug-06	to	Aug-13
33	Aug-13	to	Aug-20
34	Aug-20	to	Aug-27
35	Aug-27	to	Sep-03
36	Sep-03	to	Sep-10
37	Sep-10	to	Sep-17
38	Sep-17	to	Sep-24
39	Sep-24	to	Oct-01
40	Oct-01	to	Oct-08
41	Oct-08	to	Oct-15
42	Oct-15	to	Oct-22
43	Oct-22	to	Oct-29
44	Oct-29	to	Nov-05
45	Nov-05	to	Nov-12
46	Nov-12	to	Nov-19
47	Nov-19	to	Nov-26
48	Nov-26	to	Dec-03
49	Dec-03	to	Dec-10
50	Dec-10	to	Dec-17
51	Dec-17	to	Dec-24
52	Dec-24	to	Dec-31
53	Dec-31	to	Jan-07

confirmed 8/31/16

2024

Week #	Sunday	to	Sunday
1	Jan-07	to	Jan-14
2	Jan-14	to	Jan-21
3	Jan-21	to	Jan-28
4	Jan-28	to	Feb-04
5	Feb-04	to	Feb-11
6	Feb-11	to	Feb-18
7	Feb-18	to	Feb-25
8	Feb-25	to	Mar-03
9	Mar-03	to	Mar-10
10	Mar-10	to	Mar-17
11	Mar-17	to	Mar-24
12	Mar-24	to	Mar-31
13	Mar-31	to	Apr-07
14	Apr-07	to	Apr-14
15	Apr-14	to	Apr-21
16	Apr-21	to	Apr-28
17	Apr-28	to	May-05
18	May-05	to	May-12
19	May-12	to	May-19
20	May-19	to	May-26
21	May-26	to	Jun-02
22	Jun-02	to	Jun-09
23	Jun-09	to	Jun-16
24	Jun-16	to	Jun-23
25	Jun-23	to	Jun-30
26	Jun-30	to	Jul-07
27	Jul-07	to	Jul-14
28	Jul-14	to	Jul-21
29	Jul-21	to	Jul-28
30	Jul-28	to	Aug-04
31	Aug-04	to	Aug-11
32	Aug-11	to	Aug-18
33	Aug-18	to	Aug-25
34	Aug-25	to	Sep-01
35	Sep-01	to	Sep-08
36	Sep-08	to	Sep-15
37	Sep-15	to	Sep-22
38	Sep-22	to	Sep-29
39	Sep-29	to	Oct-06
40	Oct-06	to	Oct-13
41	Oct-13	to	Oct-20
42	Oct-20	to	Oct-27
43	Oct-27	to	Nov-03
44	Nov-03	to	Nov-10
45	Nov-10	to	Nov-17
46	Nov-17	to	Nov-24
47	Nov-24	to	Dec-01
48	Dec-01	to	Dec-08
49	Dec-08	to	Dec-15
50	Dec-15	to	Dec-22
51	Dec-22	to	Dec-29
52	Dec-29	to	Jan-05
53			

confirmed 8/31/16

You must ensure you always use the BRMR Calendar and not any other company's calendars for the dates of your week