



C E N D A N T

Timeshare Resort Group

**Cendant - Timeshare Resort Group
Extra Holidays - Training Manual**

**The Four R's
Created for the Contact Centers**

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Introduction to Extra Holidays

Overview

Extra Holidays offers an array of luxury condominium resorts throughout destinations in the continental United States, Hawaii, Virgin Islands, Bermuda and the Bahamas.

These resorts offer activities and games for the kids, relaxation, rejuvenation and entertainment for couples.

Family-oriented:

- Spacious family-style accommodations
- Organized activities (*vary by property and season)
 - BBQ dinners
 - Kid's crafts
 - Pool parties
 - Ice cream socials
 - Yoga
 - Bingo
 - Water aerobics
- Indoor/outdoor swimming pools
- Playground areas
- Game rooms
- Area activities and attractions

Couple-oriented:

- Hot tubs
- Live entertainment
- Massages and other spa treatments (at some locations)
- Spacious yet private accommodations
- Nearby or on-site dining
- Fitness centers
- Nearby shopping
- Tennis and golf

The guest can spend less than a hotel - while spending time in a condominium environment. With more spacious floor

plans than a hotel, the guest can also enjoy a two- or three-bedroom condominium where the kids have their own room. Each condominium unit is equipped with kitchens, washer/dryers, parlors and bedroom/multi-bedroom configurations.

This training manual will review the four R's of Extra Holidays:

- **R**esorts
 - **R**ooms
 - **R**ates
 - **R**eservations
-

Objectives

After completing this section, you will be able to:

- Describe the purpose of Extra Holidays.
 - Distinguish the difference between Margate's Special Services and Orlando's Extra Holidays.
 - List the sources for rental inventory for Extra Holidays.
-

Extra Holidays Purpose

The main purpose with providing Extra Holidays rentals is to maximize the use of unsold/developer inventory - to offset the maintenance cost associated with holding of such inventory. Also, it allows income to timeshare owners who cannot use their timeshare as well as reducing the debt for the homeowners' association.

In addition, it is a way to introduce non-owners to the Fairfield product with a short-term rental. At the same time, Extra Holidays allows current owners a chance to broaden their vacationing opportunities when point inventory is not available.

Extra Holidays is marketed to all timeshare members, owners, travel agents and the public.

CTRG Offices

Special Services, a team of agents in Margate's contact center (**800-438-6493**), provides the booking functions, grows the conversion rate and increases the rental revenue stream.

Orlando's *Extra Holidays Department (800-446-1860)* handles customer satisfaction and e-channel management. The website for Extra Holidays and owner rentals (Fairfield owners who are looking to place their "points" up for rent by a third party) are also managed by the Orlando office.

Rental Sources

There are various sources for the rental inventory for Extra Holidays:

Rental Source	Description	Method loaded into RCC*computer system
Developer inventory	Rental units provided by the developer. Note: When a timeshare resort is first opened, the developer owns the weeks - and controls the project. After the developer sells the timeshare units, the ownership shifts from the developer to the timeshare owners.	Prism from the mainframe
Association owned units	Foreclosures or deeded back to the association. Note: After a pre-determined portion of units are sold by the developer, the management of the resort is transferred to a Home Owners Association (HOA) . A HOA is also called a POA for Property Owners Association .	Extra Holidays group in Orlando
Units from delinquent accounts	Past due accounts for fixed/float week rentals. Note: A fixed week owner is guaranteed the unit will be waiting for them each year - without making any reservations. A float week owner has the flexibility in choosing the week during a specified period (i.e. season.)	Loaded manually via Lori Chinske's group in Margate
Owner rental	Existing timeshare owners place their units for rent to receive a	Orlando Inventory Management

	rental commission.	group
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** Resort Computer Corporation (RCC) is the timeshare computer system we use.*

Review Questions

See handout.

Summary

The purpose of Extra Holiday includes (a) to sell all of our inventory with the highest service level, (b) to exceed our clients expectations with great deals, outstanding customer service and great resorts, and to expose hotel travelers to the timeshare product. Extra Holidays is primarily supported by two teams: (1) Margate's Special Services – which provides reservation support and (2) Orlando's Extra Holidays – which handles customer satisfaction and online sales. The sources of inventory are provided by developer inventory, association owned units, units from delinquent accounts, and units put up for rental by timeshare owners.

Resorts

Overview

Extra Holidays offers luxury condominium resorts from sun-drenched beaches to majestic snow-covered mountains, and everything in-between. No matter what the guest is looking for in a vacation, Extra Holidays has something for everyone.

Objectives

After completing this section, you will be able to:

- List the major contributors (i.e. timeshare companies) that supply condominium units to Extra Holidays.
 - Navigate through the Extra Holidays online map.
-

Locations

Extra Holidays offers an array of luxury condominium resorts throughout destinations in the continental United States, Hawaii, Virgin Islands, Bermuda and the Bahamas.

An interactive map can be found at:

<http://www.extraholidays.com/locations.asp>. Click the resort name to find more information on the resort.

Note: to move the map image up or down, hold down the cursor on the map and drag the cursor up or down. To increase or reduce the image magnification, click the **Zoom In** or **Zoom Out** buttons.

In addition, Extra Holidays web site has the capability to search by the following resort types:

- Ski/Mountain Resorts
- Spa Resorts
- Ocean Resorts
- Golf Resorts

- Resorts near Casinos
-

Exercise

Go to <http://www.extraholidays.com/> to:

- View the resort type searches at the bottom of the home page.
- Preview the current promotional offers on Vacation Specials (tab).
- Preview the Resort Locations (tab) and practice navigating through the map. Also, select resorts and click Back to return to the map.
- Practice performing searches on the Search (tab). Search by resort name, resort city, and resort amenities.

Note: on this webpage, searches *by amenity* can only occur on one key word.

See handout of Extra Holidays resort map

(continued on next page...)

Listing of Resorts for Extra Holidays

Arizona	Flagstaff-Fairfield Flagstaff
	Lake Havasu-Havasut Dunes Resort
	Sedona-Fairfield Sedona
Arkansas	Fairfield Bay-Fairfield Bay
California	Anaheim-Dolphin's Cove Resort
	Avila Beach-San Luis Bay Inn
	Cathedral City-Cimarron Golf Resort
	Helendale-The Inn at Silver Lakes
	June Lake-Heidelberg Inn
	Palm Springs-The Plaza Resort & Spa
Colorado	Palm Springs-Vista Mirage
Florida	Pagosa Springs-Fairfield Pagosa
	Cape Canaveral-Royal Mansions
	Daytona Beach-Fairfield Daytona Beach at Ocean Walk Resort
	Destin-Fairfield Destin at Majestic Sun -
	Kissimmee-Fairfield Orlando at Cypress Palms Resort
	Kissimmee-Fairfield Orlando at Star Island Resort
	Kissimmee-Florida Vacation Villas
	Lake Buena Vista-Fairfield Orlando at Bonnet Creek Resort
	Orlando-Orlando International Resort Club
	Pompano Beach-Fairfield Fort Lauderdale at Royal Vista Resort
	Pompano Beach-Fairfield Fort Lauderdale at Santa Barbara Resort and Yacht Club
	Pompano Beach-Fairfield Fort Lauderdale at Sea Gardens Beach and Tennis Resort
Hawaii	Pompano Beach-Fairfield Fort Lauderdale at the Fairways of Palm Aire
Louisiana	Punta Gorda-Burnt Store Marina
	Kailua Kona-Fairfield Hawaii at Royal Sea Cliff -
	Kailua-Kona-Fairfield Hawaii at Kona Hawaiian Resort
Massachusetts	Kailua-Kona-Mauna Loa Village By the Sea
Missouri	New Orleans-Fairfield New Orleans at Avenue Plaza
	Hancock-Fairfield Berkshires at Bentley Brook Resort
	Branson-Fairfield Branson at the Falls
Nevada	Branson-Fairfield Branson at The Meadows
	Branson-Peppertree at Thousand Hills
	Las Vegas-Fairfield Las Vegas at Grand Desert Resort
New Jersey	Las Vegas-Royal Resort
North Carolina	Atlantic City-Fairfield Atlantic City at Skyline Tower Resort
	Atlantic Beach-Peppertree Atlantic Beach Villas
	Banner Elk-Blue Ridge Village
	Lake Lure-Fairfield Mountains
	New Bern-Fairfield Harbour
Rhode Island	Sapphire-Fairfield Sapphire Valley
	Jamestown-Fairfield Newport at Bay Voyage Inn
	Jamestown-Fairfield Newport at Newport Overlook
	Newport-Fairfield Newport at Inn on Long Wharf
	Newport-Fairfield Newport at Inn on the Harbor
	Newport-Fairfield Newport at Long Wharf Resort
South Carolina	Newport-Fairfield Newport at Newport Onshore
	Conway-Wild Wing Resort
	Edisto Island-Fairfield Ocean Ridge
	Garden City-Sea Mystique
	Myrtle Beach-Fairfield Myrtle Beach at SeaWatch Plantation
	North Myrtle Beach-Fairfield Myrtle Beach at Ocean Boulevard
	North Myrtle Beach-Fairfield Myrtle Beach at Westwinds
	North Myrtle Beach-Peppertree Ocean Club
	North Myrtle Beach-Sands
Surfside Beach-Sand Pebble Beach Club	
Tennessee	Fairfield Glade-Fairfield Glade
	Nashville-Fairfield Nashville
	Sevierville-Fairfield Smoky Mountains
Texas	San Antonio-Fairfield San Antonio at Riverside Suites
Utah	Park City-Park Regency
Virginia	Williamsburg-Fairfield Williamsburg at Governor's Green
	Williamsburg-Fairfield Williamsburg at Kingsgate Resort
	Williamsburg-Fairfield Williamsburg at Patriots' Place Resort
Wisconsin	Williamsburg-Fairfield Williamsburg at Patriots' Place Resort
Caribbean - Bahamas	Wisconsin Dells-Fairfield Wisconsin Dells at Tamarack Resort
Caribbean - Bermuda	Grand Bahama Island-Port Lucaya Resort & Yacht Club
Caribbean - Virgin Islands	St. George-St. George's Club
	St. Thomas-BlueBeard's Castle
	St. Thomas-Fairfield St. Thomas at Bluebeard's Beach Club

Sources

A number of sources (all Fairfield managed properties) provide rentals to Extra Holidays:

- Fairfield Resorts
- Equivest
- PSE

Fairfield Resorts

Fairfield Resorts, Inc. is one of the leading resort and vacation products companies in the world, specializing in the development, marketing and sales of innovative vacation ownership and leisure products

Fairfield Resorts is a subsidiary of Cendant Corporation (NYSE:CD), a global provider of real estate and travel-related consumer and business services.

Fairfield Resorts and Equivest Resorts Chart

The following chart lists the PSE, Fairfield Resorts, and Equivest Resorts which are rented out by Extra Holidays.

(continued on next page...)

RCC #	Resort Name	Location
PSE		
1	Saint George's Club	Bermuda
4	Club Lakeridge	Reno NV
8	Havasu Dunes	Lake Havasu City, AZ
13	Park Regency	Park City, UT
14	Plaza Resort and Spa	Palm Springs, CA
15	San Luis Bay Inn	Avila Beach, CA
17	Inn at Silver Lakes	Helendale, CA
23	Vista Mirage	Palm Springs, CA
24	Heidelberg Inn	June Lake, CA
29	Cimarron Golf Resort	Cathedral City, CA
Fairfield		
60	Dolphin's Cove Resort	Anaheim, CA
202	Ocean Walk Resort Timeshare	Daytona, FL
236	Ocean Walk Resort Whole Ownership	Daytona, FL
203	Grand Desert Resort	Las Vegas, NV
206	Royal Vista	Pompano Beach, FL
207	Santa Barbara Resort & Yacht Club	Pompano Beach, FL
208	Sea Gardens Beach & Tennis Resort	Pompano Beach, FL
209	Fairways of Palm Aire	Pompano Beach, FL
210	Destin @ Majestic Sun	Destin, FL
211	Club Destin	Destin, FL
212	Bay Club	Destin, FL
213	Orlando @ Cypress Palms	Kissimmee, FL
214	Pagosa	Pagosa Springs, CO
215	Williamsburg @ Kingsgate	Williamsburg, VA
216	Branson @ The Falls	Branson, MO
217	Branson @ the Meadows	Branson, MO
218	Bay	Fairfield Bay, AR
219	Glade	Fairfield Glade, TN
220	Nashville	Nashville, TN
221	Washington DC @ Alexandria	Alexandria, VA
222	Williamsburg @ Patriots Place	Williamsburg, VA
223	Harbour	New Bern, NC
224	Mountains	Lake Lure, NC
225	Sapphire Valley	Sapphire Valley, NC
226	Myrtle Beach @ Sea Watch Plantation	Myrtle Beach, SC
227	Myrtle Beach @ West Winds	Myrtle Beach, SC
228	Myrtle Beach @ Sands Ocean Club	Myrtle Beach, SC
229	Ocean Ridge	Edisto Beach, SC
230	Plantation	Villa Rica, GA
231	Orlando @ Star Island	Kissimmee, FL
232	Flagstaff	Flagstaff, AZ
233	Sedona	Sedona, AZ
235	OIRC	Orlando, FL
237	Smoky Mountains	Sevierville, TN
238	Kona Hawaiian Resort	Kona Island, HI
239	Mauna Loa resort	Kona Island, HI
240	Durango Valley	Durango, CO
241	Royal Sea Cliff	Kona Island, HI
242	Royal Resort	Las Vegas, NV
243	FFD MB @ OCEAN BOULEVARD	Myrtle Beach, SC
244	The Cottages	Myrtle Beach, SC
245	Governor's Green	Williamsburg, VA
247	Florida Vacation Villas	Orlando, FL
248	Mountain Vista	Branson, MO
256	Bonnet Creek	Orlando, FL
258	Skyline Tower	Atlantic City, NJ

Equivest		
1	Inn on the Harbor	Newport, RI
2	Newport Overlook	Jamestown, RI
3	Inn on Long Wharf	Newport, RI
5	Bay Voyage Inn	Jamestown, RI
6	Newport Onshore	Newport, RI
7	Long Wharf Resort	Newport, RI
8	Bentley Brook Mountain Club	Hancock, MA
33	Atlantic Beach Villas	Atlantic Beach, NC
42.44.47	Tamarack	Wisconsin Dells, WI
46.51	Blue Ridge Village	Banner Elk, NC
50	Peppertree Ocean Club	North Myrtle Beach, SC
54	Thousand Hills	Branson, MO
83	Bluebeard's Beach Club	St. Thomas, VI
84	Bluebeard's Castle	St. Thomas, VI
85	Elysian Beach Resort	St. Thomas, VI

Equivest Resorts

Equivest Resorts includes 17 resorts - located mainly in Newport Rhode Island and St. Thomas. These resorts are now Fairfield branded.

Equivest includes many different kinds of fun:

- golfing
- sampling restaurants and listening to jazz in New Orleans
- snorkeling, fishing or windsurfing in St. Thomas
- sailing in Newport
- touring Williamsburg or San Antonio
- skiing or hiking
- going to Tanglewood for musical evenings under the stars at Bentley Brook Mountain Club
- kicking back and enjoying the beach or the mountains at any of our other properties

In addition, the guest receives the assurance of a company dedicated to providing the high quality resorts at an affordable price.

Review Questions

Play Team Battle – game to review the resorts.

Summary

The two major timeshare organizations which contribute luxury condominium units to Extra Holidays are: (1) Fairfield Resorts and (2) Equivest. An interactive map is displayed on Extra Holidays website and provides information on each of the resorts.

More Info!

For more information on resorts in Extra Holidays, see [Resort FAQs](#).

Rooms

Overview

The rooms available for Extra Holidays may comprise of various amenities including kitchens, lock-off units, and lofts. The units available are considered inventory. These are important concepts to understand in order to offer the best unit available suited to the customer's needs.

Objectives

After completing this section, you will be able to:

- Define the differences between the unit sizes.
- List other names for lock-off units.
- Distinguish between the two types of inventory (counts and matrix) while indicating the one most used.
- Describe the important of identifying segments.



Unit Design

The unit design section includes descriptions of:

- Unit size (such as the number of bedrooms) and description
- Lock-off
- Occupancy

Accommodations include the private sleep areas and the total occupancy, which contain multi-beds, sleeper sofas, Murphy beds and portable beds.

Unit Size

Studio

A studio unit is comparable to a hotel room - without a living room, dining area, or separate bedroom. However, some studios may have a small kitchen (also known as a kitchenette.)

One- or two-bedroom

A one- or two-bedroom can be compared to a small apartment - making it a home away from home. The units contain a living room, kitchen, dining area, and a separate bedroom. The kitchen may contain a standard-size refrigerator, sink, stove/oven, and dishwasher. The sofa in the living room may have a sofa bed - to sleep two additional people.

The bedrooms contain a king, queen, double, two double or two single beds. Maximum privacy accommodations are for two people. If the unit offers a den/loft, it includes an extra living area - offering additional sleeping accommodations.

Kitchen

The resorts have units with one of the following three kitchen designs:

Partial Kitchen - may include a kitchen sink, mini-refrigerator and microwave. At the same time, there are not any cooking facilities.

Mini Kitchen - includes a *stovetop*, sink, mini or slim line refrigerator, microwave and some storage. It may or may not include a dishwasher or oven.

Full Kitchen - includes a stove/oven, sink, refrigerator, microwave, dishwasher and storage facilities.

Lock-off

A unit can be split into two separate units - called **lock-off units**. These units can be used:

(a) as *one opened unit* - two joined units form one combined unit or

(b) as *separate* but complete units with their own entrances.



For example, a renter can use a two-bedroom lock-out as one large (two bedroom) accommodation or split the two-bedroom into a studio and a one-bedroom.

Other names for a lock-off unit are:

A / B unit - which denotes two units as "A" and "B"
Lock-out unit
Double-share unit

Occupancy

Occupancy includes the number of people a unit can accommodate. This includes a private sleep area - which usually sleeps two (2) people per private bedroom. In addition, the units may include additional sleeping accommodations in a den/loft area with sleeper sofa, Murphy beds and portable beds.

For example, the occupancy range may include:

Studio	2 people
1 bedroom	2 - 4 people
2 bedroom	4 - 6 people

Inventory

The inventory is the total amount of units, per night, per unit type the computer system will show on-line. Inventory comes from owner rentals, delinquent accounts, unsold developer units and association owned units.

Extra Holidays views inventory in two forms within our central reservation system: Counts properties or Matrix properties.

- a) **Counts:** shows the *general* inventory for a specific period. Most resorts will be counts and from Fairfield Resorts properties.

Important! When making a reservation for a counts property, never assign a specific unit - only the unit type.

- b) **Matrix:** shows the inventory available for a specific unit (i.e. room number) and the majority of matrix properties are within Equivest Resorts.

Important! When making a reservation for a Matrix property, the specific unit number *must* be assigned.

Availability Segments

There are various sources for the rental inventory for Extra Holidays. For each rental source there is a segment code. The segments are used to categorize the inventory.

Segment Name	Code
Delinquent	DQ
Developer	DV
Hotel	HT
Rental	RT

Note: Although the code appears to be self-explanatory, the RCC program for Equivest may have these codes to represent something other than the Segment Name (as listed above).

Example

The following chart indicates *ONLY* segments for **DQ**, **DV**, and **RT** shall be booked for Dolphin's Cove. Therefore, if there is availability for a WH segment at Dolphin's Cove, you are *NOT* permitted to book it for Extra Holidays.

RCC #	Fairfield Resorts	Segment
60	Dolphin's Cove Resort	DQ,DV,RT

Unit Types

Unit type refers to the basic description of the condominium room.

The following unit type table includes the unit type and its code. Descriptions of the units are not provided since a unit type in one resort may have a different meaning in another resort.

Unit Type	Code
studio unit (efficiency)	STU
studio deluxe	STD

mini suite	SMN
1 bedroom	1BR
1 bedroom deluxe	1BD
1 bedroom and a half (with loft)	1BL
2 bedroom	2BR
2 bedroom deluxe	2BD
3 bedroom	3BR

Exercise

Using the following chart, determine if you can book a resort for a particular segment. For your answer, indicate Yes or No.

FAIRFIELD				
60	Dolphin's Cove Resort	Anaheim, CA	1A,1B,1C,2D,2E,3F	DQ,DV,RT
202	Ocean Walk Resort TIMESHARE	Daytona, FL	1BR, 2BR	DV,RT
236	Ocean Walk Resort HOTEL SIDE	Daytona, FL	TBD	CR
203	Grand Desert Resort	Las Vegas, NV	1BD,1BR,2BD,2BR,2L,	DV,RT,HT
206	Royal Vista	Pompano Beach, FL	1BD,1BR,2BD,2BP,2BR,STU,STD	DV,DQ,RT
207	Santa Barbara Resort & Yacht Club	Pompano Beach, FL	STU,1BD,1BR,2BR,2BD	DV,DQ,RT
208	Sea Gardens Beach & Tennis Resort	Pompano Beach, FL	STU,2BR,1BD,2L	DV,DQ,RT
209	Fairways of Palm Aire	Pompano Beach, FL	1BD,1BR,2BD,2BR	DV,DQ,RT
210	Destin @ Majestic Sun	Destin, FL	1 BR, 2 BR	DV,RT

1. A reservation for a one bedroom deluxe at Grand Desert – with availability for a DQ. _____
2. A reservation for a a studio at Santa Barbara – with availability for a DQ. _____
3. A reservation for a studio at Destin @ Majestic Sun – with availability for a RT. _____
4. A reservation for a studio at Sea Gardens – with availability for a DV. _____
5. A reservation for a two bedroom deluxe at Royal Vista – with availability for a HT. _____

Review Questions

See handout.

Summary

A one- or two-bedroom can be compared to a small apartment – where the units contain a living room, kitchen, dining area, and a separate bedroom. Depending on the kitchen size, the unit may have a standard-size refrigerator, sink, stove/oven, and dishwasher. A lock-out unit can be

used as *one* large *open* unit or as *separate* (but complete units) with their own entrances. Occupancy refers to the number of people a unit can accommodate. There are two categories of inventory: (1) counts and (2) matrix.

More Info!

For more information on rooms in Extra Holidays, see [Rooms FAQs](#) in FAQ Chapter.

Rates

After completing this section, you will be able to:

Objectives

- Understand the rate sheets and its elements.
 - Distinguish between weekday, weekend, weekly, monthly and holiday rates.
 - Calculate Average Daily Rate (ADR.)
-

Understanding the Rate Grid

The following rates are used to determine the price of the room:

Rack rate: A rack rate refers to the standard full price charged for the unit.

Weekday rate: This rate applies from Sunday through Thursday. One night stays may be booked for weekdays. At the same time we must make sure to provide the correct season rate.

Weekend rate: This rate applies for Friday and Saturday nights. This requires a two night minimum stay – either Friday/Saturday or Saturday/Sunday. Staying on a Thursday/Friday does *not* apply.

Holiday and special events: Each resort will have specific holiday dates for this rate. Also, the holiday rate applies to special events that are held at or within the resort location.

Weekly and monthly rates: Some resorts will have weekly and/or monthly rates which will decrease the cost of a reservation if booked for a whole week (7 nights) or a month (28-30 days).

Seasonal changes: Depending on the resort, seasonal changes occur during the year. For example, the rate will depend if the season is high, medium, or off-season.

Exercise

The rates are stored in Outlook's Public Folders, All Public Folders, Fairfield, Vacation Network, Special Service, Extra Holidays.

Open the folder and perform searches for resorts – using (a) the resort name and (b) *rates*. Review the rate sheets for the resort.

Average Daily Rate

When entering rates in the central reservation system, you must average out the rates for the entire stay.

For example, suppose you were calculating the average rate for a reservation from Saturday to Friday. The rate for Monday through Friday was \$100 per night – while Saturday and Sunday was \$150 per night. The average (or Average Daily Rate) is \$ 114.29.

Monday through Friday was \$100 per night (5 X 100)	\$500
Saturday and Sunday was \$150 per night (2 X 150)	300
Subtotal	800
Average Daily Rate (ADR) = 800 / 7 night =	\$114.29

Exercise

Using Outlook's Public Folders, calculate the ADR (Average Daily Rate) for the following reservations. A calendar can be found in Appendix E:

1. A reservation for a one bedroom at Cypress Palms from 10/1/2005 to 10/6/2005 – AAA discount.
2. A reservation for a studio at Branson Falls from 9/1/2005 to 9/6/2005 – no discounts.
3. A reservation for a Studio Villa at Fairfield Mountains from 3/20/2005 to 3/27/2005 – Fairfield discount.
4. A reservation for a one bedroom at Palm Aire from 9/16/2005 to 9/22/2005 – AAA discount.

5. A reservation for a two bedroom at Sand Pebble Beach from 12/28/2005 to 12/30/2005 – Fairfield discounts.
6. A reservation for a one bedroom suite at Skyline Tower from 8/23/2005 to 9/6/2005 – AAA discounts.

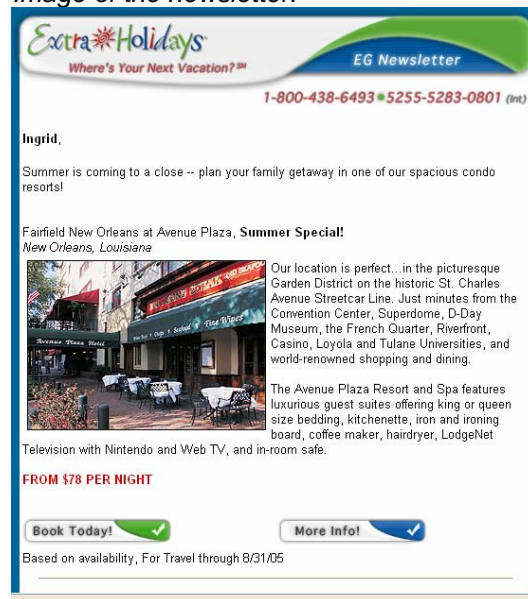
Extra Holidays Newsletter

IMPORTANT! All Special Services employees are to sign up for the Extra Holidays newsletter. Go to the following web page to sign up:

http://www.extraholidays.com/extra_goodies.asp

This newsletter will be emailed out 1-2 times per month. The email contains updates of specials being offered at the properties.

Image of the newsletter.



Review Questions

See handout.

More Info!

For more information on rates in Extra Holidays, see [Rate FAQs](#).

Reservations

Objectives

After completing this section, you will be able to:

- Distinguish the difference between reservations and owner rental.
 - List the four reservation types in Extra Holidays.
 - Describe the criteria for a group reservation.
 - Describe the payment policy during the time of booking and when the balance is due. Define when the full amount is to be collected.
 - Explain the cancellation policy for no-shows and when a cancellation is received (a) 30 day or more, (b) 4-29 days, and 3 days or less.
 - Demonstrate making a reservation online.
-

Contact Information

Two areas within CTRG provide service for Extra Holidays:

- **Reservations** (800) 438-6493: assists people *looking for unit rentals and rates*. Special Services in Margate's contact center supports Extra Holidays reservations. They are responsible for the inbound reservations - and occasionally outbound reservation calls and faxes. Team Leads/Supervisors run reports to ensure CTRG's quality standards and analyze the data (inventory, dates, rates etc...).

Hours of operation:

Monday - Friday 8 am - 10 pm EST

Saturday 9 am - 6 pm EST

Sunday - closed

- **Owner Rental** (800) 446-1860: provides support to those *owners placing their units up for rent*. Extra

Holidays in Orlando is part of Hospitality Services Center - Resort Management.

Hours of operation:
Monday - Friday 8:30 - 5 pm EST

Reservation Process

Extra Holidays are categorized into four reservation types: (1) consumer, (2) wholesaler, (3) travel agent, and (4) discounted.

Consumer - units booked by a regular customer using rack rates, paid by credit cards, and does not apply any discounts.

Note: A **rack rate** refers to the maximum or full price charged for the room.

Wholesaler Reservations - reservations booked by a wholesaler. These reservations are serviced in Orlando's Extra Holidays.

Travel Agent Reservations - reservations booked by travel agents and paid by credit card. Extra Holidays will send a 10% commission to the travel agency - after the money for the reservation has been collected.

Discounted Reservations – anyone who qualifies for an AAA, RCI, Fairfield Resorts, AARP, etc. rate reduction can make these reservations. Discounts are subject to availability and can range from 10-30% off the rack rate. A credit card is required for payment.

Group Reservations

Reservations for groups of over five (5) rooms shall be directed to the Sales/Account Manager for the contract to negotiate rates.

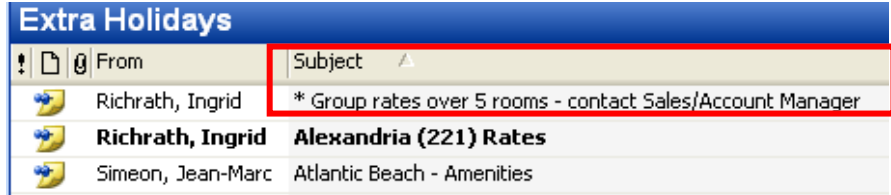
Also, they can complete the online form at:

<http://www.extraholidays.com/group.asp>

The Sales/Account Manager table is located in Appendix D for this training. For daily use, the information can be found in Outlook's Public Folders, All Public Folders, Fairfield, Vacation Network, Special Service, Extra Holidays.

Tip!

Any document in Public Folders which is *not for one specific resort* will have an * (asterisk) in front of the subject/title. Therefore, when you sort alphabetically on the subject field, any note for general purpose use will be sorted to the top or the bottom of the list – and *not* mixed in with the resort notes.



Payment Policy

A deposit of 10% of the total stay amount is due to Extra Holidays *at the time of booking*.

Note: there are exceptions to this rule; therefore refer to the rate sheets in Public Folders.

The balance of the total amount is due to Extra Holidays no later than 30 days prior to scheduled arrival date. In the event full payment is not received 30 days prior to arrival, Extra Holidays reserves the right to cancel the reservation.

When a reservation is booked less than 30 days prior to the arrival date, Extra Holidays will charge the full amount at the time of booking.

Cancellation Policy

The following table includes information on the refund amount when the guest provides an advanced notice.

For rental accommodations and packages

Cancellation notice received # of days prior to scheduled arrival date	Refund amount
Thirty (30) days or more	Customer will receive a full refund.
Four (4) to twenty-nine (29) days	Customer will be charged a penalty of 10% of the total stay amount. If the amount was previously collected, a refund of 90% will be applied to the customer's credit card.
Three (3) days or less	No refund is permitted.

No-Shows

If a guest does not show for their reservation, they will be charged the full amount of the booked stay. A refund will not be provided.

Group Bookings

Cancellation policies for group bookings will vary by group contract.

Guest Questions

If a guest has questions on Extra Holidays' cancellation policy, they can send their request to:

- email to info@extraholidays.com
 - domestic call (800) 438-6493
 - international call _____
Number will be provided in class.
-

Cendant Business Travelers

Extra Holidays offers business travelers within Cendant Corporation the ability to book accommodations through Extra Holidays resorts that feature fully furnished condominium-style units, through Travelport.

Reservations can be made on Travelport via:

- Website: <https://www.travelport.net/login.aspx>

Rates through this Cendant Preferred Program provide an additional 30% discount off standard rates. In addition, this provides the opportunity to stay at a Fairfield resort with spacious accommodations (rather than a hotel room) when traveling on business and booking through Travelport.

Reservations Online

Reservations for Extra Holidays can be made online at www.extraholidays.com.

At the same time, there are some resorts which are flagged to "Call toll free: 1-800-438-6493". Due to limited inventory, these resorts do not have the option to make a reservation online. Therefore, the guest must call to make reservations at these select resorts.

Reservation Process Online


After finding the resort for the reservation on www.extraholidays.com, the reservation can be made either by calling Margate's Special Services or online on Extra Holidays website.

The online process is as follows:

1. After determining which resort is to be booked, click **Book Now**.



2. Enter Arrival Date, Departure Date, and Room Occupancy fields.

Tip! Clicking the calendar icon  will launch a calendar.



3. Enter any appropriate discounts in the Corporate ID / IATA Number or Rate Access Code fields (if applicable).
4. Click **Submit**.
5. After reviewing the available options and determining a rate, click **Select Rate**.

Rooms & Rates		
<small>[You are in a secured environment, all data on this page is encrypted]</small>		
Resort	KINGSGATE RESORT, Williamsburg(VA), United States	
Arrival Date:	Sat, Nov 19th, 2005	
Nights:	1	
One room, guests:	Adults: 1	
Please select a rate from the list to view more information		
Rate	Rate Description	Room Description
Select Rate \$99.00 USD	FALL SPECIAL Rate requires deposit	1-BEDROOM SUITE/ 1BA/ KING BED/ SOFA BED LIVING ROOM/ VDI/ MINI KITCHEN
Select Rate \$139.00 USD	FALL SPECIAL Rate requires deposit	2-BEDROOM SUITE/ KING AND QUEEN BED SOFA BED LIVING ROOM/ VDI/ KITCHEN
Select Rate \$119.70 USD	AAA RATE Rate requires deposit	1-BEDROOM SUITE/ 1BA/ KING BED/ SOFA BED LIVING ROOM/ VDI/ MINI KITCHEN
Select Rate \$179.10 USD	AAA RATE Rate requires deposit	2-BEDROOM SUITE/ KING AND QUEEN BED SOFA BED LIVING ROOM/ VDI/ KITCHEN
Select Rate \$79.00 USD	MILITARY RATE (D REQUIRED) Rate requires deposit	1-BEDROOM SUITE/ 1BA/ KING BED/ SOFA BED LIVING ROOM/ VDI/ MINI KITCHEN
Select Rate \$109.00 USD	MILITARY RATE (D REQUIRED) Rate requires deposit	2-BEDROOM SUITE/ KING AND QUEEN BED SOFA BED LIVING ROOM/ VDI/ KITCHEN
Select Rate \$133.00 USD	RACK RATE Rate requires deposit	1-BEDROOM SUITE/ 1BA/ KING BED/ SOFA BED LIVING ROOM/ VDI/ MINI KITCHEN

6. Complete the fields on the Reservation Form using the guest information. * indicates required fields.

Important! It is critical to advise the guest all information on the Reservation Form - such as the resort, rate description, room description, check-in details, cancellation policy, and deposit policy.

Reservation Form

(You are in a secured environment, all data on this page is encrypted)

Resort: KINGSGATE RESORT, Williamsburg (VA), United States
Arrival Date: Sat, Nov 19th, 2005
Nights: 1
One room, guests: Adults: 1
Room Rate: 99.00 USD per night

Rate Description
FALL SPECIAL
RATE DOES NOT INCLUDE 10 PCT PLUS 3 DOL PER NIGHT TAX
10 PCT CHARGED AT BOOKING, 30 PCT CHARGED 28 DAYS PRIOR. CIL
MADE 4 TO 28 DAYS PRIOR 10 PCT PENALTY. IF CIL WITHIN 3 DAYS
100 PCT PENALTY

Room Description
ONE BEDROOM SUITE WITH KING BED SOFA
BED 1 BATHING ROOM W/DRINKS KITCHEN

Check-in Details
Check in after 04:00 PM
Check out before 10:00 AM

Cancellation Policy
A reservation must be cancelled 3 days prior to arrival (hotel local time)
Penalty Charge for late cancellation is 100.00 percent of stay

Deposit Policy
A credit card deposit of 100.00 percent of stay is charged at the time of booking.

Please provide the following information to complete your reservation.

Frequent Guest Code (optional)

*** First Name**

Middle Name

*** Last Name**

*** Title**

*** Street**

*** City**

*** Postal Code**

Country / State

*** Country**

*** Email**

Phone Number

Flight Arrival Information **Flight No.** **Arrival Time**

*** Credit Card Number**

*** Credit Card Expiry Date** /

*** Credit Card Type**

Remarks

I agree that my credit card will be charged according to the deposit policy.

I would like to receive information and special offers.

7. Click **Submit Reservation**.

Confirmation Online

The confirmation will be displayed online - providing the opportunity to print a copy. Also, a confirmation will be sent to the email address supplied during the reservation process.

Confirmation

Your reservation number is 20185866.

Please take note of the confirmation number and use this number in case of cancellation. This is a guaranteed reservation.

Reservation details for Ingrid Richrath

Resort: KINGSGATE RESORT
Street: 619 Georgetown Crescent
City: Williamsburg (VA)
Postal Code: 23185
Country: United States
Phone: 1-757-2205702
Fax: 1-407-3456400
Email: INFO@EXTRAHOLIDAYS.COM

Arrival Date Sat, Nov 19th, 2005
Departure Date Sun, Nov 20th, 2005
Room Occupancy Adults: 1
Number of rooms 1
Room Rate 99.00 USD per night

Thank you for your reservation

Rate Description

FALL SPECIAL
RATE DOES NOT INCLUDE 10 PCT PLUS 2 DOL PER NIGHT TAX.
10 PCT CHRGD AT BOOKING. 90 PCT CHRGD 29 DAYS PRIOR. CXL
MADE 4 TO 29 DAYS PRIOR 10 PCT PNLTY. IF CXL WITHIN 3 DAYS
100 PCT PNLTY.

Room Description

ONE BEDROOM SUITE WITH KING BED/ SOFA
BED/ 1 BA/ LIVING ROOM/ WD/ MINI KITCHEN

Check-in Details

Check in after 04:00 PM
Check out before 10:00 AM

Cancellation Policy

A reservation must be cancelled 3 days prior to arrival (hotel local time)
Penalty Charge for late cancellation is 100.00 percent of stay

Deposit Policy

A credit card deposit of 100.00 percent of stay is charged at the time of booking.

[Modify / Cancel this Reservation](#)

[Book additional room](#)

[Back](#) [Start Page](#)

Privacy Policy

Cendant Timeshare Resort Group, Inc. (CTRG) recognizes the importance of protecting the privacy of individual-specific (personally identifiable) information collected about guests, visitors, members, customers and prospective customers.

Our intent is to provide the customer with information, offers and discounts that are relevant to their interests. We believe our customers benefit from this promotional activity.

The information we collect enables us to provide customers with requested information (products or services) to tailor our

content to fit customers' needs better and to help our advertisers and business partners understand our audience.

Generally, we will not disclose any specific information the customer submitted to us that connects them with the information, outside of our Affiliates - except when we have their permission or under special circumstances, such as when we believe the law requires it.

Customers can "opt out" of (a) having information shared with third parties outside of CTRG, and/or (b) receiving commercial email. If a customer wishes to contact us about "opting out", they may write to us at:

E-Commerce Department - Privacy
Cendant Timeshare Resort Group, Inc.
8427 SouthPark Circle
Orlando, Florida 32819

To view the privacy policy, see Appendix C.

Review Questions

See handout.

More Info!

For more information on reservations in Extra Holidays, see [Reservation FAQs](#).

FAQs – Frequently Asked Questions

Resort FAQs

Q. Could brochures of XYZ resort be mailed to the guest?

A. Since we are out of brochures, they can view our properties through our web site (www.extraholidays.com) or our agents can advise of the resorts' accommodations by calling (800) 797-8511 for domestic calls or _____ for international calls.

Room FAQs

Q. Who does the owner contact to rent out their timeshare unit?

A. Contact the owner rental/resale department at (800)-446-1860 or email ownerrentals@extraholidays.com.

Rate FAQs

Q. Does Extra Holidays offer corporate rates?

A. Yes. Discounted rates are offered at the time of booking, based on the occupancy level. This request should be routed to Orlando's Extra Holidays team.

Q. How can a guest subscribe to the Extra Holidays Newsletter to receive the latest promotional offers?

A. Go to http://www.extraholidays.com/extra_goodies.asp to signup. Note: extra_goodies has an underline in the web page.

Reservation FAQs

Q. Can the guest make reservations through Extra Holidays even when they do not own a timeshare with us?

A. Yes. Anyone may book a reservation through Extra Holidays.

Q. Is the guest information secure on the Web Site?

A. Yes. The booking engine is Verisign secure.

Q. Can an owner use their Fairfield points or regular week?

A. No. A credit card is required to pay for Extra Holidays reservations.

Q. Does Extra Holidays rent on a weekly or nightly basis?

A. Both. A guest can rent as many nights as they like - so renting on a weekly basis is made easy.

- Q.** Does Extra Holidays offer travel agent commissions?
- A.** Yes. A 10% commission is provided on the full amount (before taxes).

Appendix A – Extra Holidays Contact List

EXTRA HOLIDAYS		MEMBER SERVICES	
EXTRA HOLIDAYS	(800) 438 6493	PSE RESERVATIONS	(800) 647 8001
EXTRA HOLIDAYS WHOLESALERS	(800) 446 1530	BILLING SERVICES	(800) 647 8001
E.H. & MEMBER SERVICES FAX	951-334-8228	GRAND VISTA	(800) 446 2410
EXTRA HOLIDAYS Owner Rental	800-446-1860	DOLPHIN'S COVE	(866) 289 0535
VCHI - Resale	(877) 298 2026	RCI POINTS	(877) 968 7476
		GLOBAL EXCHANGE	(949) 367 0388
		BALBOA TOWERS	(800) 696 3250
FAIRFIELD		FREQUENTLY ASKED PHONE NUMBERS	
FAIRSHARE PLUS AND MEMBER SERVICES	(800) 251 8736 EXT'N 41	RCI EXCHANGE	(800) 338 7777
FAIRFIELD FINANCIAL SERVICES	(800) 251 8736 EXT'N 72	RCI TRAVEL	(800) 654 5000
& LEISURE PLAN MEMBERS	(800) 251 8736 EXT'N 92	RCI TRAVEL PLUS	(800) 654 7241
FAIRFIELD FINANCIAL & COLLECTIONS	(800) 624 6238	CENDANT CORPORATION	(973) 428 9700
FAIRFIELD TITLE AND DEEDING	(800) 251 8736 EXT'N 91	INTERVAL INTERNATIONAL	(800) 828 8200
FAIRFIELD CRUISES	(501) 228 2700	ICE GALLERY	(888) 320 4234
FAIRFIELD SALES	(501) 228 2700	UVC OFFICE	(760) 929 1002
		RESORT TIME	(877) 477 7368
		SUNTERRA	(805) 595 2470
		TRAVEL PLUS	(800) 546 5434
RESERVATIONS AND MEMBER SERVICES		REGINA	
UVC RESERVATIONS	(800) 795 1809	REGINA RVC	(800) 388 4788
SUITE GETAWAYS ***	(866) 882 3866	REGINA POINTS	(800) 775 7368
PUEBLO BONITO RESERVATIONS	(800) 990 8250	REGINA MEXICO	(800) 202 2025
PACIFICA USA	(877) 387 2370	REGINA FAX	(415) 276 4516
PACIFICA CANADA	(877) 924 8888	EQUIVEST	
ALDERWOOD (LAGONITA LODGE)	(866) 866 6531	EQUIVEST MEMBER SERVICES	(800) 225 3522 OPTION "1"
BLUE GREEN (PONO KAI)	(877) 688 9889		
TRADING PLACES (DESERT BREEZES)	(800) 365 1048		
HERSHEY	(717) 534 2003		
THE WOODS RESORT	(800) 935 2345		
*** NEW OWNER RENTAL COMPANY FOR UVC AND PUEBLO BONITO PROPERTIES***		ST. GEORGES CLUB	(441) 297 1200
NON FAIRFIELD PROPERTIES		ST. GEORGES CLUB FAX	(441) 297 8003

Appendix B – Privacy Policy

Privacy Policy - Cendant Timeshare Resort Group, Inc.
Revised April 2005

[Your California Privacy Rights](#)

We at Cendant Timeshare Resort Group, Inc. (“CTRG”), a subsidiary of Cendant Corporation, recognize the importance of protecting the privacy of individual-specific (personally identifiable) information collected about guests, visitors, members, customers and prospective customers (referred to as “Customers,” “you” or “your”). Examples of individual-specific information (“Information”) are described below in the Section entitled “Individual-Specific Information”. CTRG has adopted this Internet Privacy Policy (“Policy”) to guide how CTRG, our subsidiaries, including Fairfield Resorts, Inc. and Trendwest Resorts, Inc. engaged in timeshare and travel-related products and services (collectively “Brands”, “we”, “us”, or “our”), and Affiliates with whom we share Information utilize Information about our Customers. This Policy will evolve and change as we continue to study privacy issues.

Application

This policy applies to residents of the United States and to Brand locations in the United States only. We do not accept the jurisdiction of any other laws over our activities in the United States. This policy also applies only to our Brand Customers who visit or provide Information through our Web sites and other visitors to our Web sites where this Policy is posted and does not apply to any other information collected by us through any other means.

Purpose

Our purpose in establishing this policy is to balance our legitimate business interests in collecting and using Information with our Customers’ reasonable expectations of privacy. Our intent is to bring you information, offers and discounts that are relevant to your interests. We believe that our Customers benefit from promotional activity based on Customer Information employed to market goods and services offered by and through CTRG, certain third parties, and other Cendant business units (“Affiliates”). For more information on our Affiliates, check Cendant Corporation’s corporate web site, www.cendant.com.

Individual-Specific Information

Individual-specific or personally identifiable information (“Information”) is any information or data about a Customer that in itself, or as part of a unique combination of information, specifically recognizes the Customer by a unique identifier or descriptor. Examples of individual-specific include name, address, telephone number, email address, employment status, credit card type and number, and other financial information.

The Information We Collect

Each Brand gathers different types of Information about Customers: data that Customers provide through optional, voluntary registration on our sites; data provided from third party sources that are obligated to comply with applicable privacy laws; and data gathered through aggregated tracking, mainly by tallying page views throughout our sites. Such Information and data enables us to provide Customers with requested information, products or services, to tailor our content to fit Customers' needs better, and to help our advertisers and business partners understand our audience. We will not disclose personal Information to third parties without your consent, except as may be noted in this Privacy Policy or disclosed to you when the Information is submitted.

How We Collect Information

Optional Registration. We collect information by specifically requesting it from you. Generally this occurs when you register at a site or request information or a service. Usually, Brand sites and Brand service partners use your information to operate the sites and to deliver services. Brand sites also use your information to inform you about other products or services available from our Affiliates, business partners, and us.

Sweepstakes/Contests. Occasionally, a Brand conducts sweepstakes or contests. We ask Customers who participate to provide Information. If a Customer participates in a sweepstakes or contest, his/her Information may be used to reach him/her about the sweepstakes or contest, and for other promotional, marketing, and business purposes.

Surveys. From time to time we may perform research via surveys. We may engage third party service providers to conduct such surveys on our behalf. All survey responses are voluntary, and the information collected will only be used for research and reporting purposes, to help us to better serve Customers by learning more about their needs and desires or the quality of guest experiences at our resorts. The survey responses may also be used to determine the effectiveness of our Web sites, various types of communications, advertising campaigns, and/or promotional activities.

If a Customer participates in a survey, the information given by the Customer will be used along with that of other study participants (for example, a Brand might report that 50% of a survey's respondents are men). A Brand may share anonymous individual and aggregate data for research and analysis purposes.

Usage Tracking. Use of Internet Protocol ("IP") Addresses: An IP address is a unique number that is automatically assigned to your computer whenever you're surfing the Internet so that your computer can be identified by the main computers, known as "Web servers," that "serve up" Web pages.

Brands collect IP addresses for the purposes of system administration, to report aggregated information to our advertisers, and to audit the use of our site. When Customers request pages from our Web sites, our servers log the Customers' IP addresses. We do not normally link IP addresses to anything personally identifiable, which means that a Customer's session will be logged, but the Customer will remain anonymous to us. However, this Web site may offer a "live chat" feature that will allow you to communicate almost instantly with a Brand representative. If this Web site offers a live chat feature and if you access that feature, we may link your Personal Information (e.g., name, address, email address) with the IP address to provide you with the appropriate services, including, but not limited to, answering questions regarding your account. We can and will use IP addresses to identify a Customer when we feel it is necessary to enforce compliance with our site terms of use or terms of service or to protect our service, site, customers or others.

Use of Cookies: We may place a "cookie" on your web browser. A cookie is a very small text file that a Web site sends to your computer for record-keeping purposes, which information is stored in a file on your computer. Cookies make Web-surfing easier for you by saving your preferences so that we can use the saved information to facilitate your use of our Web site when you return to the site. Cookies do not tell us your individual identity unless you have chosen to provide it to us. We never save passwords or credit card information in cookies. The use of cookies is an industry standard, and as such, you'll find that most major Web sites use them.

By showing how and when Customers use a site, cookies help us see which areas are popular and which are not. Many improvements and updates to the site are based on such data as total number of visitors and pages viewed. This information is most easily tracked with cookies. We use the information from cookies to provide services better tailored to our Customers' needs.

Most cookies expire after a defined period of time, or you can delete your cookie file at any time. Most browsers are initially set up to accept cookies. You can reset your browser to refuse all cookies or indicate when a cookie is being sent. However, note that some parts of our web sites and/or our Affiliates' services will not function properly or may be considerably slower if you refuse cookies. For example, without cookies, you will not be able to set personalized preferences, and/or may have difficulty completing marketing transactions.

We may use a third party advertising technology to serve ads when you visit our Web site. This technology uses information about your visits to this site (not including your name, address, or other personal information) to serve our ads to you. In the course of delivering our advertisements to you, a unique third party cookie may be placed or recognized on your browser. You may occasionally get cookies from our advertisers. Neither our Affiliates nor we control these cookies. The use of advertising cookies sent by third-party servers is standard in the Internet industry. For more information about our third party ad server, cookies, and how to opt out, please [click here](#).

We may also provide Web site usage information about visitors to our Web site to a reputable third-party servicer for the purpose of targeting our Internet banner advertisements on this site and other sites. To do this, we would use Web beacons and cookies provided by our third-party ad server on this site. The information we collect and provide through this technology is not personally identifiable and would be used by this ad server only for this purpose.

Sharing of Information

As a general rule, we will not disclose any specific Information that you submit to us about you in a manner that connects you with the Information, outside of our Affiliates, except when we have your permission or under special circumstances, such as when we believe in good faith that the law requires it, or under the circumstances described in this Policy. The following describes some of the ways that your Information may be disclosed.

Business Partners & Sponsors. We may share some or all of your Information with business partners or sponsors (e.g., sweepstakes co-sponsors or alliance partners). This sharing of Information is subject to confidentiality agreements and the business partner or sponsor may only use the Information for the purpose for which it was shared. Moreover, many promotions offer opportunities to request additional information from business partners or sponsors. By requesting more information, entering a sweepstakes, or completing a survey, for example, you give permission to transfer your Information to the business partner or sponsor.

Other Third Parties. From time to time, you may be offered the opportunity to receive materials or special offers from other third parties. If you opt to receive information from these other third parties, we will share your Information with such third parties. From time to time, we may share your Information with third parties that we feel offer products that may be of interest to you.

Aggregate Data. Under confidentiality agreements, we may match Information with third party data. Also, we may keep track of what portions of the Web site Customers are visiting and other Customer statistics, and aggregate this information to help us create a better experience for users of our Web site. This is all done without knowing your name or other Information in order to describe our viewers and services to prospective partners, advertisers, and other third parties, and for other lawful purposes.

Other. Unless otherwise prohibited by law or our contractual obligations, we may disclose Information if required to do so by law, court order, or as requested by a governmental or law enforcement authority, or in the good faith belief that disclosure is otherwise necessary or advisable. Situations may include: to perform, maintain or enforce contracts with our customers, to protect the rights or properties of our business affiliates, our customers or others, or when we have reason to believe that disclosing the Information is necessary to identify, contact or bring legal action against someone who may be causing or who may be threatening to cause interference with or damage to our rights or properties, whether intentionally or otherwise, or when anyone else could be harmed by such activities.

How You Can Control Usage of Your Information and Access

We provide you with the following ways to update or remove your Information from our records. We offer Customers the opportunity to "opt out" of having Information shared with third parties outside of CTRG. Further, we offer Customers the opportunity to opt-out of the receipt of commercial email. If a Customer wishes to contact us about usage of Information, he/she may e-mail the requested change to us using feedback or write to us at:

**E-Commerce Department -- Privacy
Cendant Timeshare Resort Group, Inc.
8427 SouthPark Circle
Orlando, Florida 32819
Linking to Third-Party Sites**

You should be aware that when you are on our Brand Web sites you could hyperlink or be directed to other sites that are beyond our control and/or outside our service. For example, if you "click" on a banner advertisement or a Brand Web site search result, the "click" may transfer you off the Brand Web site. These other sites may include sites of advertisers, sponsors and partners that may use a Brand logo as part of a co-branding agreement. These other sites may send their own cookies to Customers, collect data, or solicit Information.

We do not control such sites, and, therefore, are not responsible for their contents or the hyperlinks or advertising they choose to place on such sites. Our inclusion of hyperlinks to these sites does not imply any endorsement of the material on such sites or any association with their operators. Our policy does not extend to anything that is inherent in the operation of the Internet, which is beyond our control.

Please keep in mind that whenever you give out Information online (for example, via message boards or chat) that Information can be collected and used by people you don't know. While we strive to protect our Customers' Information and privacy, we cannot guarantee the security of any Information you disclose online, and you disclose such Information at your own risk.

Security of Information

The security of all information associated with our Customers is an important concern to us. We exercise care in providing secure transmission of your Information from your computer to our servers. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your Information, neither we nor our Affiliates can ensure or warrant the security of any Information you transmit to us or from our online products or services, and you do so at your own risk. Once we receive your transmission, we use industry standard efforts to safeguard the confidentiality of your Information, such as firewalls and Secure Socket Layers. However, "perfect security" does not exist on the Internet.

YOUR ACCEPTANCE OF THESE TERMS AND POLICY CHANGES

By using this site, you signify your agreement with the terms of this Policy. We may change or terminate this Policy at any time without prior notice. We will post any policy changes to our Web site to notify you of these changes and provide you with the ability to opt out of any new, unanticipated uses of Information not previously disclosed in the Policy. The Policy in effect at the time of each visit to this Web site applies to that visit. Please check our Policy each time you visit our Web site if you are concerned about how your Information will be used. The date at the top of this Policy signifies the date of last revision.

This policy applies to this Web site and to other Web sites owned or operated by Cendant Timeshare Resort Group, Inc., that are specifically linked to this Privacy Policy.

Appendix C – List of Sales/Account Manager for Group Reservations

Property Name	City	State	Sales/Account Manager
Atlantic Beach PepperTree	Atlantic Beach	NC	Ashley Allen
Avenue Plaza Hotel	New Orleans	LA	Mona Sedgebeer
Bay Resort	Fairfield Bay	AR	Mona Sedgebeer
Bay Voyage Inn	Jamestown	RI	Stephanie Smyth
Beach Street Cottages	Destin	FL	LeeAnne Melby
Bentley Brook Resort	Hancock	MA	Stephanie Smyth
Blue Heron	Orlando	FL	Jan Pittard
Blue Ridge Village	Banner Elk	NC	Leah Musacchio
Bluebeard Beach Club	St. Thomas	US VI	LeeAnne Melby
Bluebeard Castle	St. Thomas	US VI	LeeAnne Melby
Bonnet Creek Resort	Orlando	FL	LeeAnne Melby
Burnt Store Marina	Punta Gorda	FL	LeeAnne Melby
Cimarron Golf Resort	Cathedral City	CA	Michele Bragalone
Club LakeRidge		UT	Michele Bragalone
Cypress Palms Resort	Orlando	FL	LeeAnne Melby
Dolphin's Cove Resort	Anaheim	CA	Michele Bragalone
Durango Resort	Durango	CO	Conrad Prigger
Elysian Beach Resort	St. Thomas	US VI	LeeAnne Melby
Falls Resort	Branson	MO	Mona Sedgebeer
Flagstaff Resort	Flagstaff	AZ	Michele Bragalone
Florida Vacation Villas	Orlando	FL	LeeAnne Melby
Glade Resort	Fairfield Glade	TN	Mona Sedgebeer
Governor's Green Resort	Williamsburg	VA	Ashley Allen
Grand Desert Resort	Las Vegas	NV	Conrad Prigger
Harbour Resort	New Bern	NC	Ashley Allen
Havasu Dunes	Lake Havasu City	AZ	Michele Bragalone
Heidelberg Inn	June Lake	CA	Michele Bragalone
Inn at Silverlake	Helendale	CA	Michele Bragalone
Inn on long Wharf	Newport	RI	Stephanie Smyth
Inn on the Harbor	Newport	RI	Stephanie Smyth
Kingsgate Resort	Williamsburg	VA	Ashley Allen
Kona Hawaiian Resort	Hawaii	HI	Michele Bragalone
Long Wharf Resort	Newport	RI	Stephanie Smyth
Majestic Sun Resort	Destin	FL	LeeAnne Melby
Mauna Loa Village	Hawaii	HI	Michele Bragalone
Meadow Resort	Branson	MO	Mona Sedgebeer
Mountain Vista Resort	Branson	MO	Mona Sedgebeer
Mountains Resort	Lake Lure	NC	Leah Musacchio
Nashville Resort	Nashville	TN	Mona Sedgebeer
Newport Onshore	Newport	RI	Stephanie Smyth
Newport Overlook Resort	Jamestown	RI	Stephanie Smyth
Ocean Boulevard Resort	N. Myrtle Beach	SC	Ashley Allen
Ocean Ridge Resort	Edisto Beach	SC	Ashley Allen
Ocean Walk Resort	Daytona Beach	FL	Paula Reeser
Old Town Alexandria Resort	Alexandria	VA	Leah Musacchio
Orlando International Resort Club	Orlando	FL	LeeAnne Melby
Pagosa Resort	Pagosa Springs	CO	Conrad Prigger
Palm-Aire Resort	Pompano Beach	FL	LeeAnne Melby

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Property Name	City	State	Sales/Account Manager
Park Regency	Park City	UT	Conrad Prigger
Patriot's Place Resort	Williamsburg	VA	Ashley Allen
PepperTree Ocean Club	N. Myrtle Beach	SC	Ashley Allen
Plantation	Villa Rica	GA	Leah Musacchio
Plaza Resort & Spa	Palm Springs	CA	Michele Bragalone
Port Lucaya Resort	Freeport	Bahamas	LeeAnne Melby
Resort at Angel's Camp	Angels Camp	CA	Michele Bragalone
Riverside Suites	San Antonio	TX	Mona Sedgebeer
Royal Mansions	Cape Canaveral	FL	LeeAnne Melby
Royal Resort	Las Vegas	NV	Conrad Prigger
Royal Sea Cliff Resort	Hawaii	HI	Michele Bragalone
Royal Vista Resort	Pompano Beach	FL	LeeAnne Melby
San Luis Bay Inn	Avila Beach	CA	Michele Bragalone
Santa Barbara Resort & Yacht Clu	Pompano Beach	FL	LeeAnne Melby
Sapphire Valley Resort	Sapphire Valley	NC	Leah Musacchio
Sea Gardens Beach & Tennis Resort	Pompano Beach	FL	LeeAnne Melby
Sea Mystique	Garden City Beach	SC	LeeAnne Melby
Seawatch Plantation Resort	Myrtle Beach	SC	Ashley Allen
Sedona Resort	Sedona	AZ	Michele Bragalone
Skyline Tower	Atlantic Beach	NJ	LeeAnne Melby
Smoky Mountains Resort	Sevierville	TN	Mona Sedgebeer
Solitude Mountain Resort	Big Cottonwood Cyn.	UT	Michele Bragalone
St. George's Club	St. George's	Bermuda	LeeAnne Melby
Star island Resort	Orlando	FL	LeeAnne Melby
Tamarack / Mirror Lake Resort	Wisconsin Dells	WI	Leah Musacchio
Thousand Hills	Branson	MO	Mona Sedgebeer
Vista Mirage	Palm Springs	CA	Michele Bragalone
Westwinds Resort	N. Myrtle Beach	SC	Ashley Allen
Wild Wing Resort	Conway	SC	Ashley Allen

Appendix D – 2005 Calendar

2	0	0	5
January	February	March	April
1	1 2 3 4 5	1 2 3 4 5	1 2
2 3 4 5 6 7 8	6 7 8 9 10 11 12	6 7 8 9 10 11 12	3 4 5 6 7 8 9
9 10 11 12 13 14 15	13 14 15 16 17 18 19	13 14 15 16 17 18 19	10 11 12 13 14 15 16
16 17 18 19 20 21 22	20 21 22 23 24 25 26	20 21 22 23 24 25 26	17 18 19 20 21 22 23
23 24 25 26 27 28 29	27 28	27 28 29 30 31	24 25 26 27 28 29 30
30 31			
May	June	July	August
1 2 3 4 5 6 7	1 2 3 4	1 2	1 2 3 4 5 6
8 9 10 11 12 13 14	5 6 7 8 9 10 11	3 4 5 6 7 8 9	7 8 9 10 11 12 13
15 16 17 18 19 20 21	12 13 14 15 16 17 18	10 11 12 13 14 15 16	14 15 16 17 18 19 20
22 23 24 25 26 27 28	19 20 21 22 23 24 25	17 18 19 20 21 22 23	21 22 23 24 25 26 27
29 30 31	26 27 28 29 30	24 25 26 27 28 29 30	28 29 30 31
		31	
September	October	November	December
1 2 3	1	1 2 3 4 5	1 2 3
4 5 6 7 8 9 10	2 3 4 5 6 7 8	6 7 8 9 10 11 12	4 5 6 7 8 9 10
11 12 13 14 15 16 17	9 10 11 12 13 14 15	13 14 15 16 17 18 19	11 12 13 14 15 16 17
18 19 20 21 22 23 24	16 17 18 19 20 21 22	20 21 22 23 24 25 26	18 19 20 21 22 23 24
25 26 27 28 29 30	23 24 25 26 27 28 29	27 28 29 30	25 26 27 28 29 30 31
	30 31		

<http://paulding.net> - Calendar for year 2005 - Many useful utilities