

Gift of Vacation FAQs

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Q. As a Club Wyndham, WorldMark by Wyndham or Shell Vacations Club owner, how do I take advantage of the Gift of Vacation program?

A. Get started by completing the Request Form on the rcigiftofvacation.com site. The form will ask you how many Club Points/Credits you would like to deduct from your RCI subscribing member account to use toward the vacation gift. You can deduct different amounts based on the level of access that you want your guest to have. The larger the deduction, the more vacation options your gift recipient will have to choose from. Please note that all gift transactions are final. The deduction you make for Gift of Vacation cannot be returned to your RCI subscribing member account once you have submitted your gift Request Form.

Q. What type of vacation will my gift recipient be able to book through the Gift of Vacation program?

A. Your gift recipient will be able to book a full week (7-night) vacation with RCI, at any available RCI Weeks® resort around the world. The gift recipient's vacation choices will be based on current availability and the deduction amount that you selected to use towards the gift. They will be able to search for vacations by region, destination and travel date.

Q. How many Points/Credits may I gift?

A. If you are a Club Wyndham member, you may gift 75,000, 150,000 or 225,000 Points. If you are a WorldMark member, you may gift 8,000, 10,000 or 12,000 Credits. If you are a Shell Vacations Club member, you may gift 2,000, 3,500 or 5,000 Points.

Q. Does the gift recipient have to pay to use their gifted vacation?

A. Your gift recipient will pay a \$319 USD reservation fee at the time of booking, unless you have chosen to pay the reservation using your Points/Credits on the gift Request Form.

Q. How do I gift Points/Credits to pay for the reservation fee?

A. You may choose to gift Points/Credits to pay for the reservation fee by selecting this option on the Request Form. The deduction you make for the reservation fee cannot be returned to your RCI subscribing member account once you have submitted your gift Request Form.

Q. Will my gift recipient receive any additional benefits?

A. In addition to their full week vacation gift, your recipient will also receive access to purchase additional vacations for cash for one year.

Q. How long will my friend or family member have to book their reservation?

A. They will have one year from the date they activate their online account to book their reservation for travel. Reservations can be made up to 365 days in advance of travel, but no less than two days before check-in.

Q. When I am giving a Gift of Vacation, do I have to indicate who I am giving it to when completing and submitting the Request Form?

A. Yes, it is required for you to provide the name of the person that will be redeeming the gift as all reservations made through the Program will be held in that person's name. No name changes are

allowed. Gift of Vacations are non-transferrable through the use of Guest Certificates or any other means. Prior to gifting a vacation, it's best to ensure your recipient can use the Gift of Vacation.

Q. Is there an age requirement for my gift recipient?

A. Yes. Recipients must be at least 21 years old, unless otherwise permitted by law, and subject to Resort policies which may impose a minimum age greater than 21 years old.

Q. Does my gift recipient need to reside in a particular country?

A. Yes. Recipients must be U.S. or Canadian residents.

Q. What information is required to complete the Gift of Vacation program Request Form?

A. You will only need to provide basic information in the Request Form. Information needed includes your name, club ID, email address, mailing address, phone number and the amount of Points/Credits you'd like to gift. If you are gifting additional Points/Credits to pay the reservation fee, that option will also need to be selected on the form. You will also need to provide your gift recipient's name. Once you complete and submit the Request Form, you will receive a confirmation email and activation code that you can forward to your gift recipient. On the rcigiftofvacation.com site, click on the GET STARTED button to begin the process.

Q. Will my gift recipient be receiving my Club Points/Credits?

A. No, the gift recipient will receive access to book a full week (7 night) reservation of their choosing from the available selection of RCI Weeks inventory. The available inventory will vary based on the deduction amount that you selected to use. Once enrolled, the recipient will be assigned an account number and access to an online account to book the reservation.

Q. Is there a fee to use my Club Points/Credits towards the Gift of Vacation program?

A. No, you will not pay a fee to give the Gift the Vacation to a friend or family member. Your gift recipient will be required to pay a \$319USD reservation fee when booking the vacation unless choose to use additional Points/Credits to pay for the reservation fee on their behalf.

Q. What happens if a vacation is not booked within the one year period?

A. If the vacation is not booked and confirmed before the expiration date of the Gift of Vacation account, the gifted vacation is forfeited.

Q. As the Club member who is giving the vacation gift, will I be able to monitor or have access to the recipient's Gift of Vacation account?

A. No, you will not have access to your gift recipient's account to see what reservations are made.

Q. How many gifts can I give?

A. You may give multiple gift packages to your friends or family members based on your available Points/Credits on deposit with RCI. Keep in mind, each Gift of Vacation is valid for a one-time, single transaction.

Q. What if my friend or family member wants to book more than one vacation?

A. Once the gift recipient books the gifted \$319 reservation, he/she will have access to vacations purchased for cash that can be booked through the expiration date of the account (one year from account activation.) No further gifting is needed to book a rental vacation.

Q. Once my friend or family member books a reservation, can it be cancelled?

A. Yes, reservations can be cancelled within 48 hours. The full cancellation policy for the \$319 reservation is:

- Cancel within 48 hours of booking, \$319 fee is 100% refundable.
- Cancel more than 48 hours after booking, \$319 fee is non-refundable.
- A new \$319 reservation fee will apply if you cancel and rebook more than 48 hours after the initial booking.

Rental reservation cancellation policy:

- Cancel within 24 hours of booking, fee 100% refundable
- Cancel after 24 hours of booking and greater than 61 days prior to travel start date – forfeit 30% of fee
- Cancel after 24 hours of booking and between 15-60 days prior to travel start date– forfeit 50% of fee
- Cancel after 24 hours of booking and 14 days or less prior to travel start date – fee is forfeited
- No refunds are given within three days of check-in, regardless of time of booking.

Q. Who do I contact if I have additional questions about this program?

A. Members and gift recipients who have further questions about this program, please call 1.844.477.2431.