



## Adapted from “How to Brochure” Owners’ Guide

### Reservations

Each lease number that you own entitles you to one week in a two-bedroom.

If your lease number ends in:

- PR means **Prime** season annually (Weeks 1-18, excluding Easter)
- PG means **Prime Golf** season annually (Weeks 19-25 and 36-41)
- GO means **Gold** season annually (Weeks 26-35, 51, 52 and Easter)
- SW means **Leisure** season annually (Weeks 42-50)
- BO means biennial odd (every odd year you have usage)
- BE means biennial even (every even year you have usage)

Remember to book/deposit your week before your season begins (we recommend a minimum of 3 months before the start of your season). If you wait for the start of your season to reserve or deposit, you may lose your week or have a late deposit (**especially for Prime owners**).

Two Bedroom Lock-off Villa = Maximum Occupancy of Eight

One Bedroom Villa = Maximum Occupancy of Four

(As per clause 1 and/or 1A of the Consumer Protection Agreement, maximum occupancy limits may be enforced)

### Unit Location for Riverside Villas

Check-in days at **Riverside** are:

Friday	500 and 700 buildings.
Saturday	300 and 400 buildings.
Sunday	600 and 800 buildings.

All buildings are numbered from left to right, when facing the building. All unit numbers start at the bottom left. Villas that have the last digit 1, 4, 5, and 8 are end units with gazebo balconies.

Riverside buildings unit layout:

3rd Floor		109	110	
2nd Floor	105	105	107	108
Parking Level/Main Floor	101	102	103	104

### **Unit Location for Riverview Villas (8100 Building)**

Check-in Days at **Riverview** are:

Monday (units)	8101 => 8104
	8109 => 8112
	8117 => 8120
	8125 => 8128

Thursday (units)	8105 => 8108
	8113 => 8116
	8121 => 8124
	8129 => 8132

8100 building unit layout:

	Monday					Thursday			
3rd Floor	8125	8126	8127	8128		8129	8130	8131	8132
2nd Floor	8117	8118	8119	8120		8121	8122	8123	8124
1st Floor	8109	8110	8111	8112		8113	8114	8115	8116
Parking Level/ Main Floor	8101	8102	8103	8104		8105	8106	8107	8108

The Riverview building was built in 2004. There are several notable features.

- For lock-off purposed, the “B” side is a comfortable size and incorporates a full kitchen.
- A centrally located elevator services all upper floors.
- End units have gazebo type balconies.
- A-sides face north towards the Riverside Golf Course; B-sides face south towards the parking lot.

All units at Sunchaser Riverside and Riverview are non-smoking. If you do choose to smoke on your balcony, please close the door and be considerate of your neighbor’s needs, as some people have severe reactions to smoke.

### **The Resort has four types of Inventory**

- 1) Units that are developer space.
- 2) Units that owners are going to use for themselves.
- 3) Units that owners have given (deposited) to Interval International or to the Platinum Club or another exchange company.
- 4) Units that have been assigned to RCI.

Generally speaking, each inventory pool is managed separately. For example, Interval International cannot use units that belong to owners – even if they are vacant. Likewise, owners cannot use units that belong to Interval International – even if they are vacant.

### **Information required when booking/depositing**

When making a reservation we need to know:

- \* Your lease number(s)
- \* What year you're reserving or depositing
- \* Preferred check-in day
- \* Name, address and telephone numbers
- \* **Maintenance fees must be paid at the time of booking.**
- \* Your Interval International Membership Number
- \* Week number and dates
- \* If you have any special needs or limitations
- \* Lock-off fee is paid, if required (\$148.00 + tax)

When you receive your letter of confirmation please read it carefully. Check for errors in:

- \* Lease number
- \* Villa number
- \* Reserving or depositing
- \* **Year, week and dates**
- \* **Number of bedrooms (lock-off vs full unit)**

If there are any errors please contact Vacation Ownership Services, otherwise call us two weeks prior to your arrival to re-confirm your booking. Check-in is at the Riverside Recreation Centre, as there is no 24 hour check in, please ensure you are there by 10:30pm.

### **Reservation Cancellation Policy**

- Call us first to cancel/re-book or deposit your **two-bedroom villa**. Note; we can only cancel bookings made directly through the resort, or through the Platinum Club 30 days prior to check-in.
- Cancellation/Re-booking fee is \$50.00 (plus tax) payable at time of cancellation.
- Based on space availability.
- One bedroom villas cannot be cancelled. Your only option is to deposit the unit with Interval International (phone Vacation Ownership Services a minimum of sixty-five days from the check-in date to avoid a late deposit). Interval International will not accept deposits fourteen days or less from the check-in date of the unit.

**Note:** If you have deposited your lock-off (B-side) with Interval International, you cannot change or cancel either part of the booking.

If you find that you cannot use the "A" side you may deposit it with Interval International. There is no fee for this if you have already paid your lock-off fee. Please contact Vacation Ownership Services a minimum of sixty-five days before the check-in date of your unit (Interval International considers deposits made 59-14 days from the check-in date, as late deposits – these deposits must use the Flex Change program).

### **When should reservations be made?**

From several months before your season begins, up to one year prior to the date of check-in.

Last minute reservations: 30 days before your season begins.

You might lose you week: If you book after your season begins or have a late deposit.

**Remember:** To reserve or deposit your week at least three months before your season begins. This allows flexibility within your season. **Vacation Ownership Services must make all deposits on behalf of the owners to Interval International as all inventory is floating, there are no fixed weeks.**

### **Guideline for Reservations / Deposits to Interval International**

<b>If you own:</b>	<b>Week Number:</b>	<b>Please Call:</b>
Prime (PR)	Wks 1 – 18, excluding Easter	before September <b>(previous year)</b>
Prime Golf (PG)	Wks 19 – 25 & Wks 36 – 41	before January of year of usage
Gold (GO)	Easter, Wks 26 – 35, Wks 51 & 52	before February of year of usage
Leisure (SW)	Wks 42 – 50	before June of year of usage
Biennial Odd (BO, usage every <u>odd</u> year)		Biennial Even (BE, usage every <u>even</u> year)

**\* If you do not book your week, your week will sit vacant. You will have lost it completely and you will still be accountable for the maintenance fees. Please call before the start of your season!**

#### **Owners sending guests:**

Any time a leaseholder is not checking into their prearranged villa, the Vacation Ownership Service department must be notified by phone or in writing of whom the guest is that will be checking in. A guest Authorization form can be downloaded from the Owners page on our website; [www.sunchaservillas.ca](http://www.sunchaservillas.ca).

**Guest(s) checking in must be at least twenty one (21) years of age.**

**Additional Details:**

If you require a main floor unit please make sure to advise the Vacation Ownership Services or exchange company at the time of your booking or your exchange request.

**Once Interval International assigns you to a unit at Sunchaser Vacation Villas, the Resort cannot change that assignment.** There is no guarantee that you will receive an "A" side unit back from Interval International if you have deposited a one bedroom unit.

Interval International will not accept deposits that are fourteen days or less from the check-in date of the unit being deposited. To avoid a late deposit, call Vacation Ownership Services at least sixty-five days from the check-in date of your villa (late deposits are 59-14 days before check-in).

Please ensure that your Maintenance Fees have been paid. Maintenance fees are due upon receipt of your invoice or at the time you make your booking and/or deposit to an exchange company. As of January 31<sup>st</sup> of each year, any outstanding balances will be charged interest. Owners with outstanding fees will have usage at Sunchaser Riverside , Riverview, Interval International and RCI restricted until all outstanding fees are current.

Owner bookings and deposits to Interval International can only be made once maintenance fees are paid for the year of use. For example, if an owner wishes to make a reservation and deposit for some time in the following year, then pre-payment of maintenance fees for that year is required. Since maintenance fees for the following year may not be established at the time of booking, the current year's maintenance fee would be used and any balance owing would appear on the owners' next invoice and statement.

**Note:** Interest is charged on monthly balances at the annual rate of 26.82% (2% per month).

(As per clause 10 or 11, page 3 of your Vacation Lease)

**Contact Vacation Ownership Services:**

Monday to Friday, 8:00 AM – 4:30 PM; Closed between noon & 1pm for lunch

Closed weekends and statutory holidays.

Telephone toll free 1-877-451-1250 local in Calgary 403-517-2601; Fax 1-888-378-4477

e-mail: [customercare@northwynd.ca](mailto:customercare@northwynd.ca)