

FAIRMONT RESORT PROPERTIES LTD.

**MEMBER
SERVICES
GUIDE**

***GRAND LAKEFRONT RESORT CLUB
CANADA***

TABLE OF CONTENTS

Introduction	III
How to Contact Us	III
About your Use Week	IV
B.C. Houseboat Reservation Policy	V
Banking your Use Week	VI
Paying Maintenance Fees	VII
Making Exchange Requests	VII
Bonus Weeks	VIII
Bonus Days	IX
Cancellation Policies	X
Cancellation of Confirmed Owner/Guest Attends	X
Cancellation of Confirmed Exchanges	X
Cancellation of Confirmed Bonus/Wholesale Weeks	X
Renting Out your Use Week	X
4 Year Planning Guide	XI

Welcome to the wonderful world of Vacation Ownership. This guide is meant to help you understand the services available to you through Fairmont Resort Properties.

The Fairmont Resort Properties Customer Relations Department is here to help you with your program. 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, or have any general questions about your ownership details and how the program works.

HOW TO CONTACT US

Fairmont Resort Properties Canada

5799 3rd St SE
Calgary, Alberta, Canada
T2H 1K1

Customer Relations Department

Telephone: 1-877-626-4004 (toll-free) or 1-888-878-4477 (toll-free)
Facsimile: 1-888-378-4477 (toll-free)
E-mail: customercare@fairmontcanada.com
Website: www.glrccanada.com

USE WEEK

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, to be booked at The Portofino Resort, (Cabo San Lucas, Mexico) ,The Las Gaviotas Resort, (La Paz, Mexico), or the Houseboats located at Salmon Arm, BC. The check-in and check-out days are Friday to Friday for Mexico and Saturday to Saturday for the Houseboats.

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 Fairmont Resort Properties Customer Relations 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 quite early, 11 to 12 months in advance, if you are requesting to attend a Prime Season week.

Once your Use Week is booked, you may offer your week to a guest. If you choose this option, please call the Customer Relations 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.

B.C. HOUSEBOAT RESERVATION POLICY

July & August are in extremely high demand for all owners and we wish to create a fairness for all members. **

We are implementing a 1 in 2 year (Annual ownership) or 1 in 4 year (Biennial ownership) booking policy for the weeks ranging from Week 26 to Week 34(July & August).

Annual: If you enjoyed a week of houseboating in one of these weeks (as listed above) in 2008, you will not be eligible again until 2010. You will be able to enter your name for the lottery for all of the remaining weeks in 2009.

Biennial: The same rules apply as listed above, other than the 1st year eligible will be 2012 (if you received a week in 2008) for Even year usage and 2011 for Odd usage (if you receive a week in 2007). Again you may enter your name for all other remaining weeks in your usage year, Odd or Even.

We will be implementing a Lottery system as outlined below:

1. Members can call **ANY** day during the week they are interested in Monday through Friday commencing on Monday June 30, 2008 and ending the week of and including Monday, August 23, 2008.
2. These names will **ONLY** be received by actual phone call starting at 8:00 am MST to the Customer Service department in Calgary.(Emails and phone messages will not be accepted)
3. The draw will close at noon every Friday and will be held Friday afternoon of each week. Only the owners who's names are drawn will be notified that afternoon to inform them of the results.
4. To confirm the reservation all Maintenance fees and Surcharge (presently at \$732.90) must be paid in full.
5. Any requested holds will be for 48 hours **ONLY**. At that time another owner will be offered the booking.

We appreciate everyone's understanding and cooperation with this new Policy.

GLRC Canada Board of Directors

*** Holiday High owners who paid the premium price to secure usage in July & August will be exempt from this new Reservation policy, however the full payment of Maintenance fees and Surcharge to secure reservations are still required.*

BANKING YOUR WEEK

If you choose not to attend your ownership week at the above locations, you must bank your week with an exchange company or it will be lost. You must contact our office to have this done as 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.

Fairmont Resort Properties and its staff want to ensure our owners are getting the best vacations for their weeks.

Since you don't own a specific fixed week, we encourage you to call us up to two years in advance, or early in the year, 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.

The **banking deadline** for your program is no later than **December 01**, however the assignment of the best inventory for banking is done early in the year, and we cannot guarantee the quality of the assignment you may receive when banking late in the year. If banking with any agency besides RCI, the banking deadline is subject to your chosen Exchange Companies deadlines.

Banking with another Exchange Company

Fairmont Resort Properties strongly recommends that you bank your Use Week with RCI for the best opportunities for travel. If you choose to bank your Use Week with RCI, or another exchange company, you must contact the Customer Relations Department directly so that we can help you process your banking. Exchange companies have different banking deadlines and policies, so please check with your chosen exchange company for details. Some companies that you can contact are:

RCI	1-800-338-7777	www.rci.com
Donita's Dial-An-Exchange	1-800-468-1799	www.daelive.com

Please Note : It is important you bank your ownership week in advance or early in each calendar year of ownership. As the calendar year progresses, your banking assignment could diminish in size and seasonality.

Once your banking has been processed and confirmed, you will receive a Banking Acceptance Letter, which acknowledges that your week is banked and provides you with the expiry date of that banking. Should you not receive such proof within 3 weeks after your banking request, please contact your chosen Exchange Company to verify your banking status.

PAYING YOUR MAINTENANCE FEES

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 at the normal time 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 Relations Department
- c) Payment plans may be set up by phoning the Customer Relations Department

Please remember that your maintenance fees must be current before attending, banking or renting out your Use Week.

MAKING EXCHANGE REQUESTS

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

If you own:	You may request:
HIGH SEASON MID SEASON LOW SEASON	HIGH, MID OR LOW SEASON MID OR LOW SEASON LOW SEASON

If you own:	You may request:
2 BEDROOM UNIT 1 BEDROOM UNIT STUDIO UNIT	2 BEDROOM UNIT OR SMALLER 1 BEDROOM UNIT OR SMALLER STUDIO UNIT OR SMALLER

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

Bonus Week time is created from unsold Developers' weeks, 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.

Bonus Weeks are available in resorts throughout the world. Many, but not all, of the resorts listed in the RCI or Interval International catalogues can provide us with Bonus Time throughout the year. Although we are able to search for Bonus Weeks 12 months of the year, the availability of Bonus Weeks is significantly higher during off peak seasons and is very limited during peak seasons.

Vacation memberships and club membership programs throughout the world are operated on a 1-week, 1-unit basis. Requests for multiple Bonus Weeks or multiple units at a single resort are more difficult to fulfill.

As with exchange requests, you are encouraged to be flexible with choice of location and travel dates, and may put your request in up to 1 year in advance.

The rates for Bonus Weeks are currently \$495 for Low season, \$550 for Mid season, and \$595 for High season; Bonus Weeks at non-affiliated resorts generally range between \$500 to \$700, depending on the season you wish to travel, and may be \$750+ for peak season locations and dates. All Bonus Week fees are in Canadian or US funds depending on destination, and applicable taxes are additional. Rates are subject to change.

CANCELLATION POLICIES

Cancellation of an Owner or Guest Attend

- You may cancel your booking up to 60-days prior to the start date of that Use Week without penalty.
- Cancellation 60-days or less prior to the start date of that Use Week is subject to confirmation of the banking by your chosen Exchange Company.

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

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 your week with a rental company. If you would like more information, please contact our office and request to be sent a copy of the Rental/Resale Information Guide which we have prepared.