



November 1, 2021

Dear Owners Club Member:

Attached is your annual reservation information for the upcoming 2022 Sport Season and 2023 High Season. Please be sure to read this information and contact your home club if you have any questions.

Also included are step-by-step instructions for submitting your reservation requests online. If you are unable to use the website, prefer hard copies of the Reservation Request Forms or need assistance, please contact your home club.

Please remember that it is very important to submit your reservation requests on time. Missing these deadlines will greatly impact your success in securing your requested dates. The three critical due dates are listed on the Reservation Chart and are explained in detail in this packet of information:

January 1, 2022

2022 Puerto Vallarta Sport Season (07/10/2022-10/29/2022)

May 1, 2022

2022 Barton Creek, Hilton Head and The Homestead Sport Season (12/04/2022-3/18/2023)

2023 Puerto Vallarta High Season (10/30/2022-7/08/2023)

August 1, 2022

2023 Barton Creek, Hilton Head and The Homestead High Season (03/19/2023-12/03/2023)

For your convenience, we have outlined the following information:

- Detailed Instructions for Submitting Request Forms via the Member Connection Website
- The Reservation Chart, Form Due Dates and Confirming Reservations
- Club Year Dates
- High and Sport Season Reservations
- Affiliate Club Reservations
- Bonus Use Reservations
- External Exchange Programs (The Registry Collection and Interval International)
- Waitlist
- Reducing Nights
- Cancellation Policies
- Contact Information

If you have questions regarding the enclosed reservation information, please do not hesitate to call your Home Club Management team.

Sincerely,

The Owners Club Management Team

Instructions for Submitting Reservation Request Forms On-Line:

Please follow these steps to fill out your reservation form:

1. Open www.theownersclub.com
2. Select Reservations Links from the upper menu.
Scroll down and click on the appropriate season form you are requesting:
 - ❖ Home Club Sport Season Form
 - ❖ Affiliate Club Sport Season Form
 - ❖ Home Club High Season Form (EXCEPT HOMESTEAD)
 - ❖ Affiliate Club High Season Form
 - ❖ HOMESTEAD HOME CLUB HIGH SEASON FORM

To submit your reservation requests:

- Select your Reservation Request Form.
- Fill in Today's Date.
- Fill in Member Name.
- Fill in Daytime Phone #.
- Fill in your Email Address.
- Select your Home Club from the drop-down menu.
- Select the appropriate form from the Reservation Type drop down menu. There will be five different forms posted on The Member Connection Website on November 1:
- Fill out your 1st Reservation Desired Arrival Date:
- Fill out your 1st Reservation # of Nights:
- Fill out your 1st Reservation # of Club Homes:
- Follow the same process and provide alternate arrival dates if your plans are flexible. We strongly encourage you to list alternate dates as they will provide greater flexibility.
- Proceed to the next Desired Arrival Date section and select the appropriate information.
- Indicate any special comments or requests that will enable us to better accommodate your reservation requests in the space provided at the bottom of the form.
- **You must click the SUBMIT button for the request form to be completed.** This will automatically route your request to The Owners Club Central Reservations. The system will generate an automated reply that your forms have been received to your email address. **If you do not receive an automated reply in your mailbox, your requests did not go through. You must go back and select SUBMIT.**

The Reservation Chart

The Reservation Chart is a very important and useful document: it details everything you need to know about the seasons, form due dates and confirmation dates at each Club. The Reservation Chart is posted on the Member Connection Website in the Reservation Information section. Please find instructions on how to read the Reservation Chart below:

Name of Club you wish to visit	→	The Owners Club at Barton Creek
Club Year and Season	→	2022 Barton Creek Sport Season
Season dates	→	December 04, 2022 - March 18, 2023
		Excludes: Christmas Week (Dec. 25, 2022 to Jan. 01, 2023) & New Year's Week (Jan 01, 2023 to Jan. 08, 2023)
Due date for reservation requests	→	Reservations Forms are Due for the 2022 Sport Season May 1, 2022
Date reservations will be confirmed	→	<p>Home Club Members – 6-Night Reservations will be confirmed on June 1, 2022</p> <p>Home Club Members – 3-Night Reservations will be confirmed on July 1, 2022</p> <p>Affiliate Reservations – 3- or 6-Night Reservations will be confirmed on August 1, 2022</p>

Reservation Forms Due Dates

It is very important to submit your reservations requests on time. Reservation Request Forms received after 11:59 p.m. CST on the due dates will not be processed until all previously received reservation requests have been fulfilled.

For your convenience, there are only three due dates to remember during the course of the year: January 1, May 1 and August 1. Members are encouraged to submit their requests before the due date. Early requests will not receive any preference in the random selection process, but this may help you to avoid missing the deadline. Please remember that submitting late requests will impact your ability to secure your desired dates.

Listed below are the three important Reservation Request Form due dates for the year 2022.

January 1, 2022

2022 Puerto Vallarta Sport Season (7/10/2022-10/29/2022)

May 1, 2022

2022 Barton Creek Sport Season (12/04/2022 - 3/18/2023*)

2022 Hilton Head Sport Season (12/04/2022 - 3/18/2023*)

2022 The Homestead Sport Season (12/04/2022 - 3/18/2023*)

2023 Puerto Vallarta High Season (10/30/2022 - 7/08/2023)

August 1, 2021

2023 Barton Creek High Season (03/19/2023 - 12/03/2023*)

2023 Hilton Head High Season (03/19/2023 - 12/03/2023*)

2023 The Homestead High Season (03/19/2023 - 12/03/2023*)

* Please see the Reservation Chart for details about Christmas and New Year’s Weeks.

Confirming Reservations:

Once the Reservation Request Forms have been processed, The Owners Club Central Reservations will send reservation confirmations to the Member within 48 business hours of the appropriate confirmed date as indicated on the enclosed Reservation Chart. The Owners Club Central Reservations is unable to provide any information concerning the status of your reservations until the respective confirmation dates.

If the Member has not received a reservation confirmation within ten business days of the Confirmation Date, then the Member should contact The Owners Club Central Reservations.

Club Year Dates:

The Club Year begins with High Season and ends on the last day of Sport Season.

2022 Club Year

Barton Creek, Hilton Head and The Homestead
Puerto Vallarta

March 20, 2022 – March 18, 2023
October 31, 2021 – October 29, 2022

2023 Club Year

Barton Creek, Hilton Head and The Homestead
Puerto Vallarta

March 19, 2023 – March 16, 2024
October 30, 2022 – October 28, 2023

2024 Club Year

Barton Creek, Hilton Head and The Homestead
Puerto Vallarta

March 17, 2024 – March 15, 2025
October 29, 2023 – October 26, 2024

High Season Reservations:

Members receive twenty-one High Season nights per Club Year. High Season nights may be used for a Sport Season reservation as long as they fall within the same Club Year. High Season nights may not be carried forward into another Club Year.

High Season nights may be requested in increments of three, four, seven, ten, eleven, fourteen and twenty-one night reservations. Requests for reservations of seven or more nights will be processed and confirmed prior to requests made for three or four night reservations. Please note that a twenty-one consecutive night reservation may be requested as one single request.

HOMESTEAD OWNERS SUMMER PARAMETERS

THE HOMESTEAD SUMMER WEEKS BEGINNING WITH MAY 28 ARRIVAL DATE AND ENDING WITH AUGUST 20 ARRIVAL DATE, WILL BE LIMITED TO 7 NIGHTS PER MEMBERSHIP DURING THE FIRST ROUND. IF YOU ARE REQUESTING A SUMMER WEEK, YOU MUST REQUEST THIS AS YOUR “1ST RESERVATION ARRIVAL DATE”

MEMBERS MAY REQUEST A LONGER STAY AS LONG AS THE DATE OF THE RESERVATION FALLS ON OR BEFORE **MAY 28** AND THE FIRST DATE STARTS NO EARLIER THAN **AUGUST 20**.

MULTIPLE CLUB HOMES REQUESTS DURING THOSE WEEKS WILL NEED TO BE REQUESTED IN THE 2ND AND 3RD RESERVATION ARRIVAL DATE BLOCKS ACCORDINGLY. THEY WILL BE SUBJECT TO AVAILABILITY ONCE THE FIRST WEEKS ARE CONFIRMED.

High Season Arrival and Departure Guidelines:

- ◆ Three night reservation: Sunday arrival/Wednesday departure -or- Thursday arrival/Sunday departure.
- ◆ Four night reservation: Sunday arrival/Thursday departure -or- Wednesday arrival/Sunday departure.
- ◆ Seven night reservation: Sunday arrival/Sunday departure.
- ◆ Ten night reservation: Thursday arrival/Sunday departure -or- Sunday arrival/Wednesday departure.

- ◆ Eleven night reservation: Sunday arrival/Thursday departure -or- Wednesday arrival/Sunday departure.
- ◆ Fourteen night reservation: Sunday arrival/Sunday departure.
- ◆ Twenty-one night reservation: Sunday arrival/Sunday departure.

Sport Season Reservations:

Members receive six Sport Season nights per Club Year. Sport Season nights may not be used for High Season reservations and may not be carried forward into another Club Year.

Sport Season nights may be requested in increments of either six or three nights. Requests for a six night reservation will be processed and confirmed prior to requests made for three night reservations.

Sport Season Arrival and Departure Guidelines:

- ◆ Six night reservation: Sunday arrival/Saturday departure.
- ◆ Three night reservations: Sunday arrival/Wednesday departure -or- Thursday arrival/Sunday departure.

Affiliate Club Reservation:

Members may reserve up to seven nights at any one Affiliate Club in each Club Year. However, there are two instances that allow a Member to reserve more than seven nights at an Affiliate Club:

- ◆ **Bonus Use Reservations:**
The Member may request Bonus Use Reservations within thirty days of the desired arrival date.
- ◆ **Reservation requests within Thirty Days of Arrival:**
Reservations exceeding seven nights may be requested within thirty days of desired arrival date; however, they must still utilize nights that follow the season and Club Year guidelines.

Bonus Use Reservation:

Bonus Use Reservations are for the exclusive use of The Owners Club Members and Affiliated Club Members. The Member must be in residence during the Bonus Use reservation. Bonus Use Reservations may be requested by contacting The Owners Club Central Reservations within thirty days of the desired arrival date. The 2022 Bonus Use Reservation rates are:

Hilton Head	\$245.00 per night plus tax and incidentals*
The Homestead	\$250.00 per night plus tax and incidentals*
Barton Creek	\$200.00 per night plus tax and incidentals*
Puerto Vallarta (2 Bedroom)	\$175.00 per night plus tax and incidentals*
Puerto Vallarta (3 Bedroom)	\$200.00 per night plus tax and incidentals*

**Rates are subject to change.*

External Exchange Program:

If you have an External Exchange membership, the external exchange program requires deposits in increments of seven nights (Sunday to Sunday). Should you choose to deposit your six Sports Season Nights, you will be required to use one High Season Night in order to complete the seven-night increment. If a Member chooses to deposit nights into the external exchange program, the Member may request a deposit of their time as early as the Reservation Forms Due Dates as indicated on the enclosed Reservation Charts. This request may be noted on the special instruction portion of the Reservation Request Form.

In order to make a deposit, a reservation must be made at the Member's Home Club. If there is no inventory available, a deposit cannot be made. Members will be responsible for the housekeeping fees for the week they deposit. The collection of the housekeeping fees will be managed by Owners Club Central Reservations. When you deposit time into an External Exchange program, Owners Club Central Reservations will acquire a credit card that will be billed the week of the deposit to take care of the housekeeping fee.

In an effort to accommodate owner reservation requests for higher demand times we may take the liberty to select an alternate date for your deposit request that would provide the same exchange value as the week you submitted for deposit.

Waitlist:

The Owners Club Central Reservations has a waitlist system to manage Members' reservation requests that cannot be accommodated.

The waitlist is limited to twenty Members per Club for a specific arrival date. A Member is limited to eight waitlist reservations for the High Season and four waitlist reservations for the Sport Season. Members may be waitlisted for three or six nights for the Sport Season and three, four, seven, ten, eleven, fourteen or twenty-one nights for the High Season.

If availability occurs for the specific arrival date, then The Owners Club Central Reservations will contact the first Member on the waitlist based on the date the Member requested to be placed on the waitlist.

If the Member is unavailable and does not respond to The Owners Club Central Reservations within two business days, The Owners Club Central Reservations will proceed to the next Member on the waitlist.

Reducing Nights

Requests to reduce nights more than thirty days prior to arrival:

If a Member calls more than thirty days before the scheduled arrival date to request the reduction of nights for a reservation of seven or more nights, then The Owners Club Central Reservations will verify if there is a waitlist reservation for that same time period.

If another Member is waitlisted for the same time period, then the Member requesting the reduction of nights will either be required to keep the reservation intact or cancel it in its entirety.

If another Member is not waitlisted for the same time period, then The Owners Club Central Reservations will cancel the Member's existing reservation and return their inventory. A new reservation for the reduced stay will be made; however, it must follow the established arrival and departure guidelines. A new confirmation will be sent.

Requests to reduce nights less than thirty days prior to arrival:

If a Member calls less than thirty days prior to the scheduled arrival date to request the reduction of nights for a reservation of seven or more nights, then The Owners Club Central Reservations will verify if there is a waitlist reservation for that same time period.

If another Member is waitlisted for the same time period, then the Member requesting the reduction of nights will either need to keep the reservation intact or cancel it in its entirety.

If another Member is not waitlisted for the same time period, The Owners Club Central Reservations will cancel the Member's existing reservation, however, the inventory will not be returned and the nights will be deemed as used.

Cancellation Policies

Cancellation of reservations that were made more than thirty days prior to arrival:

- ◆ **Requests to cancel reservations more than thirty days prior to arrival:**

If a Member calls more than thirty days before the scheduled arrival date to request the cancellation of a reservation that was made more than thirty days before the scheduled arrival date, then The Owners Club Central Reservations will cancel the reservation and return the inventory.

- ◆ **Requests to cancel reservations less than thirty days prior to arrival:**

If a Member calls less than thirty days before the scheduled arrival date to request the cancellation of a reservation that was made more than thirty days before the scheduled arrival date, then The Owners Club Central Reservations will cancel the reservation; however, the inventory will not be returned and the nights will be deemed as used.

Cancellation of reservations that were made less than thirty days prior to arrival:

- ◆ Requests to cancel reservations more than 72 hours prior to arrival:
If a Member calls more than 72 hours before the scheduled arrival date to request the cancellation of a reservation that was made within the past thirty days before the scheduled arrival date, then The Owners Club Central Reservations will cancel the reservation and return the inventory.

- ◆ Requests to cancel reservations less than 72 hours prior to arrival:
If a Member calls less than 72 hours before the scheduled arrival date to request the cancellation of a reservation that was made within the past thirty days before the scheduled arrival date, then The Owners Club Central Reservations will cancel the reservation, however, the inventory will not be returned and the nights will be deemed as used.

Cancellation of a Bonus Use reservation:

- ◆ Requests to cancel Bonus Use reservations more than 72 hours prior to arrival:
If a Member calls more than 72 hours before the scheduled arrival date to request the cancellation of a Bonus Use reservation, then The Owners Club Central Reservations will cancel the reservation.

- ◆ Requests to cancel Bonus Use reservations less than 72 hours prior to arrival:
If a Member calls less than 72 hours before the scheduled arrival date to request the cancellation of a Bonus Use reservation, then The Owners Club Central Reservations will cancel the reservation, however, the Member will be charged a fee equivalent to one Bonus Use reservation night.

Contact Information:

The Owners Club at Barton Creek

Club Manager, Eric Monkerud - 512-329-4663 or eric.monkerud@omnihotels.com

Assistant Club Manager, Annie Valdez - 512-329-4663 or annie.valdez@omnihotels.com

The Owners Club at Hilton Head

Club Manager, Jennifer Willard - 843-342-2080 or jennifer.willard@clubcorp.com

The Owners Club at The Homestead

General Manager, Karen Williams - 540-839-3798 or karen.williams@ownersclubhomestead.com

Assistant Club Manager, Erica Doyle – 540-839-3793 or erica.doyle@ownersclubhomestead.com

Member Services, Tim McElwee -540-839-3700 or tim.mcelwee@ownersclubhomestead.com

The Owners Club at Puerto Vallarta

Senior Assistant Manager, Antonio Palomera- 011-52-322-22-12689 or antonio.palomera@clubcorp.com

The Owners Club Central Reservations

Email Address - reservations@theownersclub.com

Telephone - 866-846-3999

Hours of Operation:

Monday through Friday 9:00 a.m. to 5:00 p.m. CST and

Saturday 9:00 a.m. to 1:00 p.m. CST excluding holidays.

The Registry Collection (TRC)

800-743-3258

www.theregistrycollection.com

Resort Condominium International (RCI)

800-743-3258

www.rci.com

Interval International

800-828-8200

www.intervalworld.com