

Carriage Hills and Carriage Ridge Owners Association Frequently Asked Questions

What is happening with Carriage Hills Resort and Carriage Ridge Resort?

Carriage Hills Hospitality, Inc., a resort management entity that is part of Wyndham Vacation Clubs, manages the Carriage Hills and Carriage Ridge vacation resort properties in Oro-Medonte, Ontario, Canada, under a management contract with the homeowners associations for the resorts. Following a recent court approved course of action by the homeowners associations of the resorts and their court appointed administrator, the Carriage Hills and Carriage Ridge resorts will be closing effective Jan. 6, 2021.

How does this affect my membership?

The frequently asked questions (FAQs) below provide additional information about this situation and how it impacts your membership. Please note these FAQs are based on information available at the time of distribution and are subject to change.

Frequently Asked Questions:

Q: When is the last day Carriage Hills Resort and Carriage Ridge Resort will be open?

A: Per court order, the resorts will close following operations on Jan. 6, 2021.

Q: Why are these resorts closing?

A: For more information about the closing of these resorts, please reference the Administrator's communication page at: <https://www.bdo.ca/en-ca/extranets/carriage/#admin>

Q: When will the loss of my points become effective?

A: Because points usage is tied to your deed and your maintenance fees, you will have access to your Shell Vacations Club Direct Membership through Dec. 31, 2020. You will not be billed for maintenance fees or club fees for 2021. If you have other deeds as part of your membership, you will be billed per the annual schedule.

Q: Upon resort closure, can I transfer my points to a different Shell Vacations Club-affiliated resort?

A: If you have a Shell Vacations Club membership within another club (i.e. West, Hawaii, or Pacific), you will continue to maintain your Shell Vacations Club account. However, you will no longer have the points associated with your Carriage Hills Resort or Carriage Ridge Resort deeded ownership. This includes currently banked points related to your Carriage Hills or Carriage Ridge ownership, if any. If you are interested in continuing vacation club membership with us, we are developing an option that will facilitate your future membership. You'll receive information via email about this opportunity in the coming weeks.

Q: Is there a time limit as to when I can use my points?

A: Any points associated with a Carriage Hills or Carriage Ridge ownership expire Dec. 31, 2020.

Q: How can I use my points if I banked my Shell Vacations Club points into my next Use Year in 2021?

A: You will be able to unbank any 2021 points to allow usage by Dec. 31, 2020. Please contact Shell Vacations Club Member Services at 1-877-743-5510 to request unbanking of your points.

Q: If I book a reservation at Carriage Hills or Carriage Ridge in late December that carries over into the first week of January 2021, will my reservation be honored?

A: Yes, as long as the check-in date is on or before Dec. 31, 2020, and your departure date is on or before Jan. 6, 2021, your reservation will be honored.

Q: After Dec. 31, 2020, will I be able to maintain my membership in RCI and transfer my Shell Vacations Club points to RCI?

A: Your RCI membership is included with the comprehensive benefits through Shell Vacations Club and funded through your annual club fee. If you only own with Carriage Hills or Carriage Ridge, upon the closing of the resorts, your Shell Vacations Club membership will become inactive, which will also make your RCI membership inactive. If you have a separate RCI membership that is not affiliated with Shell Vacations Club, you can maintain that RCI membership, however, you cannot transfer points or weeks between the two memberships as they are different points systems.

Q: Will I lose any points banked with RCI or existing reservations if I no longer have any Shell Vacations Club memberships?

A: Once the RCI membership becomes inactive, you will lose any remaining points in your RCI account. All existing RCI reservations will be maintained until the date of travel, but no modifications or new reservations will be permitted. The RCI account will be closed after the vacation date has passed or the reservation is canceled.

Q: Is there a time limit to use points I have banked with RCI?

A: All points banked with RCI need to be used prior to Dec. 31, 2020. If you have another Shell Vacations Club membership that is not affiliated with your Carriage Hills or Carriage Ridge ownership, then your RCI points will be maintained and will expire as they normally would.

Q: How do I cancel my obligation to pay Shell Vacations Club annual fees?

A: You will not be invoiced for 2021 maintenance fees or Shell Vacations Club fees.

Q: What will happen to any reservations I have booked in 2021?

A: If points were used for a Shell Vacations Club resort reservation, the check-in date must be on or before Dec. 31, 2020, and your departure date must be on or before Jan. 6, 2021. If the resort reservation is for a period after this date, the reservation is subject to cancellation.

Q: Will my banked points be maintained if I have memberships at other Shell Vacations Club resorts?

A: If you also own another Shell Vacations Club membership(s), like Direct Memberships (i.e. Plaza Pelicanos or Sunset Plaza) or any other clubs (i.e. West, Hawaii, or Pacific) then you will maintain your Shell Vacations Club membership(s), but will lose any banked and future points associated with your Carriage Hills or Carriage Ridge ownership.

Q: Can I transfer my points to another Shell Vacations Club member or RCI member?

A: Yes, points transfers can be completed to another Shell Vacations Club member by contacting Member Services at 1- 877-743-5510. Shell Vacations Club will only facilitate the transfer of points from one account to another and is not responsible for any other agreements made between members. Only available points in the current Use Year can be transferred. All points must be transferred and used prior to Dec. 31, 2020. They can be transferred to other RCI Shell Vacations Club members who have active accounts. Some stipulations and restrictions apply.

Q: Can my points be converted into anything other than resort vacations (i.e. prepaid Visa cards)?

A: We encourage you to book and travel prior Dec. 31, 2020. If you are unable to do so, you can always use your points for non-reservation-based transactions, such as Shell Vacations Club PlayDeck prepaid Visa cards, Spa Finder gift cards, Premium Event Tickets, or Vacations 4 Vets. **Please be advised that you cannot borrow from future Use Year points to complete transactions for Spa Finder, Premium Event Tickets, or the SVC PlayDeck program.**

Q: What options are available if I wish to remain a part of the Wyndham Destinations family?

A: We are excited about your interest in continuing your vacation ownership with us. We are developing an option that will facilitate your future membership. You'll receive information via email in the coming weeks.

Q: Who can I call if I still have questions about my point usage?

A: Please contact Shell Vacations Club Member Services at 1-877-743-5510.

Q: If I'm a Carriage Hills or Carriage Ridge Deeded owner, who can I call if I still have questions about my RCI membership?

A: Please contact RCI Owner Services at 1-800-338-7777.