

Frequently Asked Questions (FAQ) - POINTS WITH SHELL VACATIONS CLUB AND RCI

THIS FAQ IS REPRESENTATIVE OF THE POSITION OF WYNDHAM AND WAS PREPARED IN CONSULTATION WITH WYNDHAM. THE ADMINISTRATOR'S APPOINTMENT DOES NOT EXTEND TO THE SVC AND RCI POINTS AGREEMENTS AND SYSTEMS AS THEY ARE SEPARATE FROM AND NOT CONTROLLED BY THE ASSOCIATIONS.

CHANGES TO THE FAQ ARE HIGHLIGHTED IN RED FONT FOR YOUR CONVENIENCE.

The following is based on the best information currently available and is subject to change:

1. What will happen to my current points if I choose to exit all of my Carriage intervals?

All points associated with your Shell Vacations Club ("SVC") account tied to your Carriage ownership will be forfeited and lost if not used prior to exit.

2. When will the loss of my points become effective?

Your points will be lost and your account cancelled on the date that your exit is effective. The effective date for those voting to exit in the first survey will be December 31, 2020. The effective date of exit for those voting to exit after the second survey is expected to be December 31, 2021 as they will be charged the maintenance fees for 2021.

3. If I choose to exit, can I transfer my points to a different resort affiliated with SVC?

If you have a Direct Membership or a SVC membership at another SVC Club, you will continue to maintain a SVC account, however, you will lose any points associated with your Carriage Hills or Carriage Ridge ownership. This includes currently banked points related to your Carriage ownership, if any.

4. Is there a time limit as to when I can use my points?

Any points associated with the Carriage Hills or Carriage Ridge ownerships would need to be used prior to exit (please see question 2 for effective exit dates).

5. Given the COVID-19 pandemic, will there be an extension of time to use my points before they are lost?

In the event of an exit, no extension will be provided due to Covid-19. However, SVC has agreed to auto deposit any remaining points into RCI for members who continue to maintain a Shell Vacations Club membership. However, SVC will not automatically transfer points for those who choose to exit without any additional ownership maintained in the club.

6. What will happen to my current points if I choose to stay?

Your points will be unaffected if you choose to stay with the resort and will be dealt with under the same rules that have always applied to your membership points. This is, of course, subject to the continuation of the resort(s) and their operations which are not yet determined.

7. If I choose to exit, will I be able to maintain my membership in RCI and transfer my SVC points to RCI?

The RCI membership tied to your SVC membership is paid for via the annual SVC Club fee. If you exit and do not have any other SVC memberships your SVC membership will become inactive, which will also cause your RCI membership to become inactive. If you have a separate RCI membership that's not affiliated with SVC, you could maintain that RCI membership, but you cannot transfer points or weeks between the two memberships since they are different points systems.

8. Will I lose any points banked with RCI or existing reservations if I no longer have any SVC memberships?

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

9. Is there a time limit to use points I have banked with RCI?

All points would need to be used prior to exiting all SVC Club resorts. If you have another SVC Club membership that is not Carriage Hills or Ridge then your RCI points can be maintained and they would expire as they would in the normal course.

10. How do I cancel my obligation to pay SVC annual fees?

Once you enter into the exit agreement with the Carriage Hills or Ridge association and choose to opt out of your Direct Membership with Shell Vacations Club you will no longer be responsible for paying any future membership fees associated with your SVC Account. However, all unpaid amounts owing to Carriage Ridge and Carriage Hills will need to be paid in their entirety to qualify for the exit program. Direct Members must request to opt out in writing from their Direct Membership with Shell Vacations Club and have the document signed by all owners on the account. Voting to exit in the Member Survey does not automatically terminate your membership with Shell Vacations Club. Exiting from the Carriage resorts will not absolve you of any outstanding fees to SVC. Exiting and opting out are both final transactions.

11. If I choose to exit and have booked a resort reservation for after the exit date using my points, what will happen to my reservation?

If points were used for a resort reservation, the vacation would need to be completed before exiting. If the resort reservation is for a period after exiting, the reservation would be subject to cancellation.

12. Can I stay a member of SVC if my membership is tied to my ownership at Carriage Hills or Carriage Ridge and I exit all of my intervals?

No. If you exit all of your intervals, your SVC account associated with the Carriage resorts will be cancelled.

13. Will my banked points be maintained if I have memberships at other SVC Club resorts?

If you also own another SVC Club membership(s), like Direct Memberships (i.e. Plaza Pelicanos or Sunset Plaza) or any other Shell Clubs (i.e. West, Hawaii, or Pacific) then you will maintain your SVC membership(s) tied to those, but lose any banked and future points associated with your Carriage ownership.

14. Being in the points system, do I have to make any additional arrangements for exiting?

You will need to sign the SVC membership cancellation form. There are no separate fees associated with cancelling your SVC membership.

15. Is there a separate fee for breaking the SVC contracts?

No.

16. Can I transfer my points to another SVC or RCI member?

Yes, point transfers can be completed to another SVC member by contacting member services at 1-877-743-5510. SVC will only transfer the 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 exit. **RCI points cannot be transferred between members.**

RCI points cannot be transferred.

17. If I have multiple Carriage Hills or Ridge intervals, can I exit all but one of them and keep my SVC and RCI points?

Yes

18. What happens if I can't book or use my points before I exit due to COVID-19? Will I receive any refund?

No. Please see question 20 for alternative point usage options.

19. What will happen to my points if Carriage Hills and Carriage Ridge become one resort? Will SVC / RCI continue to honour accumulated points?

This depends on how the resort is restructured and how that factors into their Shell Vacations Club Direct Membership Agreement.

20. Can my points be converted into anything other than resort vacations (i.e. Prepaid Visa cards)?

Wyndham is encouraging members to book and travel prior to exit. If they are unable to do so, members can always use their points for non-reservation based transactions such as SVC PlayDeck Prepaid Visa cards, Spa Finder gift cards, Premium Event Tickets, or Vacations 4 Vets. **Please be advised that members cannot borrow from future use year points to complete transactions for Spa Finder, Premium Event Tickets, or the SVC PlayDeck program.**

21. I'm an Even/Odd Year Interval Member, have I received all of the points that I have paid for with my maintenance fees?

Even year interval Members who paid their maintenance fees in 2019 will have received only half of their SVC points in 2020. Typically, the second half of those points would be received in 2021. All other Members have received all of the SVC points they have paid for. If you are an Even year Member who wishes to exit and use all of your points before the exit date, you will have to borrow points from next year and use them in 2020. **No other exiting Members will be entitled to borrow points from their 2021 Use Year. Choosing to opt out means losing all use rights and SVC club benefits as of December 31, 2020.**

22. Who can I call if I still have questions about my points?

For answers to any additional SVC point related questions please contact SVC member services at 1-877-743-5510.