

**Frequently Asked Questions (FAQ)**  
**Carriage Hills Owners Association &**  
**Carriage Ridge Owners Association**  
**July 17, 2020**

BDO Canada Limited (“**BDO**”) was appointed as Administrator over Carriage Hills Vacation Owners Association (“**Carriage Hills**”) and Carriage Ridge Owners Association (“**Carriage Ridge**”) pursuant to Court orders granted May 15, 2020.

We understand that many Members have questions with respect to the results of the court hearing on July 2, 2020, the proposed survey of the Members and the Exit Option for Members. To assist Members, below is a list of Frequently Asked Questions designed to be responsive to questions or concerns raised with respect to the Member Survey and Exit Option for both Carriage Ridge and Carriage Hills.

**1. Has the BDO Member survey been sent, did I miss it?**

Yes. The survey was sent to the Members on July 17, 2020 by eBallots. EBallots sent an email to all Members for whom the Administrator has a working email address. If you have not received the email, PLEASE CHECK YOUR SPAM FILTER before emailing the Administrator. Also, please allow a couple of days for the email to arrive before sending any follow up emails to the Administrator. If you have not already done so, please provide a valid email address to the Administrator by completing the questionnaire at <https://www.bdo.ca/en-ca/extranets/carriage/>.

**2. If I have any technical questions regarding the BDO Member survey, whom should I contact?**

If you encounter any technical issues or have any technical questions when completing the Member survey, you should contact eBallots at: 1-866-984-3125 between 9 AM - 5 PM EDT or email [help@eballot.com](mailto:help@eballot.com)

**3. How many votes can I cast?**

Each Member is allowed to vote once for each interval that the Member owns. For example, if you own three intervals, you will be permitted to vote three times. You may cast a vote that is different for each interval owned. Each vote for a full-year interval will be counted as one vote and each vote for an every other year interval will be counted as a half vote.

**4. Can Delinquent Members vote?**

Pursuant to the Court order granted July 2, 2020, Delinquent Members are not permitted to participate in the Member Survey unless they bring their account into good standing and delinquent Members will not receive the Member Survey. In accordance with the July 2<sup>nd</sup> Court Order, all Delinquent Members will be counted as voting to exit for the purposes of the survey results.

**5. What percentage of ownership and how many votes does Wyndham have?**

As set out in the proposed Administrator’s Reports dated April 30, 2020, Wyndham owns 1,225 full-year intervals at Carriage Hills (approximately 10% of total intervals at Carriage Hills) and 357 full-year intervals at Carriage Ridge (approximately 7% of total intervals at Carriage Ridge).

**6. How many non-Wyndham votes are available to be cast?**

90% of votes for Hills will be non-Wyndham votes and 93% of votes for Ridge will be non-Wyndham votes.

**7. How much is the exit fee?**

The exit fee varies depending on the resort and the type of interval owned. Please refer to the chart below.

<b>One-time Exit Fee by Resort and Interval</b>				
	<b>Every-Year Interval</b>		<b>Even / Odd Year Interval</b>	
	<b>Red</b>	<b>White</b>	<b>Red</b>	<b>White</b>
<b>Carriage Hills</b>	<b>\$2,300.33</b>	<b>\$2,417.74</b>	<b>\$1,150.16</b>	<b>\$1,208.87</b>
<b>Carriage Ridge</b>	<b>\$2,282.38</b>	<b>\$2,399.17</b>	<b>\$1,141.19</b>	<b>\$1,199.58</b>

**8. How were the exit fees determined?**

The exit fees were calculated by the Administrator based on: (i) the estimated length of time (18 months) required to market and sell all or a part of the respective resorts, (ii) an allocation of the resorts’ operating deficits across all Members, and (iii) an allocation of the estimated costs of the restructuring process across all Members.

**9. What is the justification for the exit fee and do I have any other option if I choose to exit?**

Please refer to the answer above in Question 7. Absent the exit option offered by the Administrator, your only other option to exit is to transfer your interval to another person in the same manor as such sales were carried out in the past.

**10. Has anyone paid the 2021 maintenance fees?**

The Administrator understands that no one has paid the 2021 maintenance fees as yet.

**11. If I pay the 2021 maintenance fees and elect to exit in the next survey, will my maintenance fees be credited towards the exit fee?**

No they will not unless both resorts are to be sold immediately and it is decided that the resorts will not be operated in 2021 during a sales process.

**12. Is the exit fee a one-time fee?**

Yes.

**13. If I choose to exit and pay the exit fee, will I be expected to pay any further costs in the future such as special assessments?**

No, as long as all of your charges prior to exit have been paid in full.

**14. Is there a pay plan available to pay the exit fee?**

No, the exit fee will have to be paid in full on the due date (please see Question 17).

**15. Is the exit fee the same if I do not initially choose to exit, but do so during the second opportunity in Fall 2020?**

Yes.

**16. If I wish to stay now, but choose to exit in the future, will I be able to and will the perpetuity clause be removed? Will the exit fee be the same?**

If a restructured resort is viable, the Administrator intends to implement a mechanism to allow Members to exit in the future. However, these particulars will not be known until the Administrator can develop the parameters around a restructured resort. It is likely that the exit fee may change over time for at least inflation.

**17. When does the exit fee have to be paid?**

The Administrator expects the exit fee will be due by December 31, 2020. The Administrator will provide further information on timing as it becomes available.

**18. Who will the exit fee be paid to?**

The exit fee will be payable to the respective Association that you are exiting from (either Carriage Hills or Carriage Ridge).

**19. What rights and obligations are being forfeited if I choose to exit?**

You forfeit your right to use the respective resort(s) if you choose to exit and will have to relinquish any interest in the real property associated with your interval for the purpose of selling that excess real property. In exchange, you will no longer be required to pay the annual fees associated with being a Member, including any fees to SVC/RCI, and you will receive a release of all future obligations to the resorts. This may also have implications on any accumulated points you may

have with SVC or RCI. For further information with respect to accumulated points, please refer to the Frequently Asked Questions (FAQ) – Points with Shell Vacations Club and RCI.

**20. What is the process for my deed to be transferred and what documentation will be received to indicate that the deed is no longer in my name?**

The Administrator continues to develop the precise procedure to transfer exiting and delinquent Members' deeds and the documentation, if any, to confirm that the deed is no longer in an exiting or delinquent Members' name. Exiting Members will receive further updates on the process to exit as further information is available.

**21. If I choose to exit and have time booked at the resort during 2020, am I still able to use this time?**

Yes. Those Members that decide to exit during the first Members Survey will be able to use any time booked at the Resort during 2020 subject to any restrictions imposed pursuant to the pandemic response and by the resort operators. The effective date of the exit for Members that choose to exit during the first Member Survey is December 31, 2020. Please contact the resort operator should you have any questions about resort operations as the Administrator is not involved in Resort operations.

**22. What will the status of the Resort(s) be in 2021?**

That will depend on the outcome of the surveys and the status of the pandemic.

**23. Does the organization own the property and the buildings?**

No. The real property and the buildings are owned by the Members as tenants-in-common.

**24. Who will own LandCo?**

This issue is still under consideration by the Administrator. Having a Landco was one option that is being explored to accommodate a sale of the excess real property. There are other options and they are also being explored.

**25. Will I receive any money back from the sale of property?**

It is unclear whether any money will be paid to exiting Members. There is a possibility that a distribution to exiting Members will be made after the sale of all or a part of the real property is completed. As this time, we do not know what property will be available for sale or what the sale of that property will net or how long it will take to complete such a sale. Unfortunately, it is impossible to predict what effect the COVID-19 pandemic will have on the real property market. There are also other factors that will affect the net proceeds such as: land transfer taxes, income taxes, commissions, advertising, holding costs, etc.

**26. Due to COVID-19, I have been unable to use the Resort. Will I receive a refund for my 2020 maintenance fees?**

No, your annual maintenance fees are non-refundable.

**27. Who should I contact about reservation questions, the status of my maintenance fee payments or RCI points?**

See Attached

**28. What will happen with the funds collected from delinquent accounts?**

Any funds collected from delinquent accounts, including the Delinquency Fee, will be paid to the respective Association (Carriage Hills or Carriage Ridge) that the Delinquent Member belonged to. The funds will be used to fund the Delinquent Members' portion of the operating losses, restructuring fees and the shortfalls in the maintenance/capital improvement accounts of the Resort(s).

**29. To what extent will the wishes of delinquent owners be taken into account?**

The wishes of delinquent owners will not be considered unless they bring their account into good standing. Please refer to Question 4 for further information.

**30. Who is representing the Members during this process?**

Some of the Members have retained counsel to represent them during this process. The Administrator has been appointed as a neutral third party to oversee the survey process and create a restructuring plan or liquidate the Resort(s) if a restructuring is not viable. Although the Administrator does not represent the Members, one aspect of the Administrator's mandate is to assist Members through this process. Ultimately the Court oversees the various interests of all of those involved to balance those interests to come to a reasonable and fair conclusion on how to deal with the Resort(s).

**31. Are any members of the Consultative Committee affiliated with Wyndham?**

No. Wyndham chose not to have a representative on the Consultative Committee.

**32. What information is being shared with Wyndham, and is it also being shared with the Members?**

Wyndham does not receive any additional information that is not generally shared with the Members in the Administrator's reports to the Court and the Administrator does not seek general input or feedback from Wyndham related to the process. However, the Administrator has had conversations with Wyndham with respect to the ongoing management of the Resorts and more recently, with respect to the points programs. From the perspective of the Administrator, Wyndham is being treated in the same manner as every other Member of the Resort(s) as it relates to their ownership interests.

**33. How does the Court proceeding affect the operations of the Resorts?**

The Court process does not affect the current operations of the Resorts. At this time, the *status quo* will be maintained and it will be business as usual (subject to the issues surrounding COVID-19). Accordingly, Wyndham will continue to manage the operations of the Resorts during this process. If any significant changes need to be made to the operation of the Resorts in the future, they will have to be approved by the Court on notice to the Members and Wyndham.

**34. I have other question and concerns for the Administrator, who should I contact?**

We recommend that you first review the information on the Administrator's website: [www.bdo.ca/en-ca/extranets/carriage](http://www.bdo.ca/en-ca/extranets/carriage). In the event that you still have questions, they may be directed to: [BDCCarriageHills@bdo.ca](mailto:BDCCarriageHills@bdo.ca) or [BDCCarriageRidge@bdo.ca](mailto:BDCCarriageRidge@bdo.ca).

## Central Reservations

Contact for Carriage Ridge Reservations, RCI Exchange Deposit, Bonus Time, Maintenance Fees, and General Questions

Phone : 1-866-568-9995 10am to 10pm ET

Email : [MBX-shellownerservices@wyn.com](mailto:MBX-shellownerservices@wyn.com)

## Maintenance Fees

Maintenance Fees are invoiced mid October and due November 30th for the upcoming year.

For 24 hour access you can call Equiant at 1-800-244-1384 for automated payments or online at [my.equiant.com](http://my.equiant.com)

## Resorts Condominium (RCI) Exchange Use

Contact for RCI Reservations

Phone : 1-800-493-8997

Website : [rci.com](http://rci.com)

## Shell Vacations Club (SVC)

Contact for SVC Reservations, Banking Points, RCI Exchange Deposit, RCI Exchange Reservations, Maintenance Fees, and General Questions

Phone : 1-877-743-5510

Email : [MBX-SVCHelp@wyn.com](mailto:MBX-SVCHelp@wyn.com)

Website : [www.shellvacationsclub.com](http://www.shellvacationsclub.com) (user account required)