



1. What is the Wyndham Home Exchange (WHE) program?

- a. The WHE program allows Wyndham Vacation Rentals property owners the ability to use some of the rental weeks from their vacation homes to exchange for vacation experiences across the globe. By joining the WHE program, you receive access to the RCI vacation exchange system, the largest exchange network in the world.

2. How does it work?

- a. As a participant, you can select weeks at your vacation property to deposit into the Wyndham Home Exchange program.
 - i. Weeks are 7 night stays and are Saturday to Saturday. You may deposit up to 5 weeks in a calendar year (per unit/vacation property).
- b. Once a week is deposited, it's allocated a certain number of Points by WHE.
 - i. The number of Points allocated are based on certain factors, *including but not limited to*, supply, demand, accommodation size, season, location and quality of the property.
 - ii. You can use these Points to book exchange vacations through the program.
 - iii. Depositing weeks is the only way to receive access to the exchange system and book exchange vacations.
- c. Once you deposit your weeks and receive your Points, you can then search through thousands of vacation options available in the system and book an exchange vacation.
 - i. You have the flexibility to use your Points as you'd like to book available vacations - use them all at one time on a great trip or split them up and take multiple vacations - the choice is yours.
 - ii. You may only book available exchange vacations that have a Points value equal to or less than the Points in your account.
 - iii. Once you deposit your week, you will have until 2 years after the check-in date of the deposited week to use your Points. Unused Points will expire after this time unless they are extended for a fee.

3. What type/how many weeks can I deposit?

- a. You may deposit a total of 5 weeks (per unit/vacation property) into the Wyndham Home Exchange program.

4. How much does it cost be in the WHE program?

- a. Nothing. There is no cost for you to have access the WHE program, but if you book an exchange vacation, you will be required to pay an exchange fee.

5. Is there a cost for owning multiple units?

- a. No.

6. Are there restrictions as to when I can deposit a week into Wyndham Home Exchange program?

- a. Any week you choose to deposit into the program must be deposited at least 90 days before the check-in date of the week.



7. How will my deposited week be used by the Wyndham Home Exchange program?

- a. Your deposited week will be added into the exchange system, the same system you will use to search for your exchange vacations, and will be made available for exchange to others who have access to the system. Any weeks you choose to deposit into the system that are booked for exchange by another individual will not yield any rental income.

8. Are there additional costs fees relating to this program?

- a. Yes. The fees are as follows:
 - i. A \$159 online exchange fee to book an exchange vacation;
 - ii. An optional \$105 fee to extend Points that are about to expire; and
 - iii. A fee of \$26 is automatically charged to save Points into the next Use Year only if no Points have been used in the current Use Year (if any Points have been used during the current Use Year, the remaining Points will be automatically saved into the next Use Year for free).

9. Can you explain why I need to pay an exchange fee—since I’m already depositing my week?

- a. The exchange fee is a transaction fee to book an exchange vacation through the Wyndham Home Exchange program. The exchange fee is \$159 USD for a 7 night stay if the transaction is completed online (\$169 USD offline). The exchange fee is only required upon confirming an exchange vacation or when opening an Ongoing Search.
- b. If you choose to open an Ongoing Search, which allows you to enter search criteria for your desired exchange vacation, have the system search for you and notify you once a match is found, the exchange fee is required to be paid to begin the search. This fee is fully refundable if your desired vacation match is not found.

10. How do I deposit/exchange a week with the Wyndham Home Exchange program?

- a. A week can be deposited into the program by:
 - i. Contacting a Wyndham Home Exchange representative at
 - 1. 888-724-7260; or
 - ii. Contacting your local office.
- b. Exchange vacations can be searched for and booked by:
 - i. Contacting a Wyndham Home Exchange representative at
 - 1. 888-724-7260; or
 - ii. Logging onto your Wyndham Home Exchange online account (you can register online once you receive your participant ID).

11. Can I use this year’s Points next year?

- a. Yes, your unused Points from the current Use Year can be saved into the next Use Year, unless the Points will expire during this Use Year.
- b. There is a fee of \$26 to save Points into the next Use Year if none have been used during the current Use Year; this fee is automatically charged. (If some of Points have already been used during the current Use Year they will be saved to the next Use Year for free.)



12. Can I cancel my participation in the WHE program?

- a. Yes, you can cancel your participation in the Wyndham Home Exchange program at any time.

13. Can I see the number of Points I will receive for a particular week before I deposit?

- a. You may get the minimum Points value
 - i. From your local office
 - ii. By logging into Ownernet and looking under Owner Benefits
 - iii. Or contact Wyndham Home Exchange representatives at 888-724-7260.

14. If I deposit 2 weeks that have check-in dates beginning in next December can I travel beforehand?

- a. Yes. Depending on the type and availability of the vacation you are interested in, you may have the opportunity to travel up to 1 year before the check-in dates of your deposited weeks.

15. How will multiple property owners be registered in the Wyndham Home Exchange program?

- a. If multiple individuals own a unit, your rental management company will work with the owners to appoint up to four (4) individuals to have the authority to transact in the program (i.e., deposit weeks and book exchange vacations).

16. How will company-owned properties be registered in the Wyndham Home Exchange program?

- a. If a corporation owns a unit, your rental management company will work with the corporation to appoint authorized individuals who can transact in the program.

17. What is the cancellation policy for reservations made in the Wyndham Home Exchange program?

- a. You may cancel or change a confirmed exchange at any time. If you cancel within 24 hours of making the reservation, your exchange fee will be refunded in full and all of your Points will be returned. If you wait until after this time period to cancel, you will not receive a refund of the exchange fee and will only receive back the number Points described below. You can protect your Points by purchasing Vacation Protection when booking an exchange vacation. With Vacation Protection, if you need to cancel the exchange vacation for any reason, you will receive back 100% of the Points you used for that exchange vacation. If you cancel your vacation and do not purchase Vacation Protection, your Points will be returned according to the standard cancellation policy.
 - In the event that you need to cancel your exchange vacation and have not purchased Vacation Protection, you will receive back the following percentages of Points that were used to book the exchange vacation:
 - Cancellation is 119-61 days before check-in: 75% of Points
 - Cancellation is 60-30 days before check-in: 50% of Points
 - Cancellation is 29 days or less before check-in: 25% of Points



- Points that are returned to the account are added as current Use Year Points.
- Please note that Vacation Protection is not insurance.

18. Can a friend or family member travel using my deposited week?

- a. Yes, you can purchase a Guest Certificate and allow someone else to travel with your week. Your guest must be at least 21 years old.

19. Can I pay to upgrade exchange vacation accommodations?

- a. No, however you may deposit additional weeks into the program to increase the number of Points you can use at one time and book a larger unit if one is available.

20. If already have an RCI subscribing membership, can my Wyndham Home Exchange participation be added to my existing RCI membership?

- a. No, not at this time.

21. Is there a limit to the number of places I can travel?

- a. You have the flexibility to use your Points as you like. Depending on the number of available Points on your account, they can be used all at one time, split up to be used for multiple vacations, saved for future vacations or even gifted to allow friends and family to get away. When booking an exchange vacation, you can only exchange for vacations that have a Points value that is equal to or less than the available Points balance on your account. Some resorts have restrictions on the number of times that you may book an exchange vacation into that particular resort during a certain time period. Any such booking restrictions that a resort may have can be found online in the resort listing or explained by a guide.

22. Who Can Participate?

- a. The program is currently available to property owners whose properties are under rental management by Wyndham Vacation Rentals

23. How do I join?

- a. If you are a property owner whose property is under Wyndham Vacation Rentals rental management, you will be automatically activated for the program. You may choose to opt out of the program at any time.
- b. You will receive a welcome notification from the Wyndham Home Exchange program with additional information on how to get started once you have been activated.

24. Can all owners who own properties in a facility where Wyndham Vacation Rentals manages the HOA be a part of this program?

- a. No, only owners whose properties are in the rental program with Wyndham Vacation Rentals may participate in the WHE program.