



Adapted from **“HOW TO BROCHURE”** Owners’ Guide

Effective August 2003, all villas at Riverside & Hillside were designated as non-smoking.

As of January 1, 2006 Lock-off fee is \$140.00 (plus tax) per lease.

Effective January 31, 2011 maintenance fees for the year of usage must be paid at the time of booking.

Reservations

Each lease number that you own entitles you to one week in a two-bedroom or Terrace villa, depending on your purchase. If your lease number ends in:

- PR means **Prime** season annually (Weeks 1-18, excluding Easter)
- PG means **Prime Golf** season annually (Weeks 19-25 and 36-41)
- GO means **Gold** season annually (Weeks 26-35, 51, 52 and Easter)
- SW means **Leisure** season annually (Weeks 42-50)
- BO means biennial odd (every odd year you have usage)
- BE means biennial even (every even year you have usage)

Remember to book/deposit your week before your season begins (we recommend a minimum of 3 months before the start of your season). If you wait for the start of your season to reserve or deposit, you may lose your week or have a late deposit (**especially true for Prime owners**).

Two Bedroom Lock-off Villa = Maximum Occupancy Eight

One Bedroom Villa = Maximum Occupancy Four

Terrace Two Bedroom Villa = Maximum Occupancy Six

(As per clause 1 and/or 1A of the Consumer Protection Agreement, maximum occupancy limits may be enforced)

Unit Location for Riverside Villas

Check-in days at **Riverside** are:

Friday	200 and 700 buildings.
Saturday	100 and 300 buildings.
Sunday	400 and 600 buildings.
Monday	500 and 800 buildings.

All buildings are numbered from left to right, when facing the building. All unit numbers start at the bottom left. Villas that have the last digit 1, 4, 5, and 8 are end units with gazebo balconies.

Riverside buildings unit layout:

3 rd Floor		109	110	
2 nd Floor	105	106	107	108
Parking Level / Main Floor	101	102	103	104

Some differences between the 100 – 800 buildings:

- In the 200, 300, 400 and 500 buildings the laundry facilities are in the "A" side only. Complimentary laundry facilities for "B" side guests are located in the lower level of the Recreation Centre.
- The "B" sides in the 200, 300, 400 and 500 buildings were built with a counter top and two stools for an eating area. These "B" sides have a limited kitchen with a bar size refrigerator.
- The 100, 500, 600, 700 and 800 buildings have an extra washroom off the dining room on the "A" side.
- Buildings 100, 600, 700 and 800 have a breakfast nook that seats four and a 12 cubic foot refrigerator on the "B" side.

Effective August 2003 all villas at Riverside are non-smoking. If you do choose to smoke on your balcony, please be considerate of your neighbours, as some people have severe reactions to smoke.

Unit Location for Hillside Villas

Check-in days at **Hillside** are:

Thursday	2000 and 6000 buildings.
Friday	4000 and 7000 buildings. *
Saturday	3000 and 8000 building.
Sunday	1000 building.
Monday	5000 building.

All buildings are numbered from left to right, when facing the building. All unit numbers start at the bottom left. Villas 1000 through 4000 that have the last digit 1, 4, 5, 8, 9, 12, 13 and 16 are end units with gazebos. Numbers with a "T" after them are Terrace units. Two bedroom Terrace units are only available to Terrace owners.

* Please note that effective October 1, 2010, the 7000 building is off-line for an unspecified period of time.

1000 and 2000 building unit layout:

3 rd Floor	1013	1014	1015	1016
2 nd Floor	1009	1010	1011	1012
Parking Level / Main Floor	1005	1006	1007	1008
Ground/Terrace Units	1001T	1002T	1003T	1004T

3000 and 4000 building unit layout:

3 rd Floor	3013	3014	3015	3016
2 nd Floor	3009	3010	3011	3012
Parking Level / Main Floor	3005	3006	3007	3008
Ground/Terrace Units	3001	3002T	3003T	3004

5000 building unit layout:

3 rd Floor		5013	5014	
2 nd Floor	5009	5010	5011	5012
Parking Level / Main Floor	5005	5006	5007	5008
Ground/Terrace Units	5001	5002T	5003T	5004

Units 5001 to 5004 do not have railings on the outside decks (ground level).

6000 building unit layout:

2 nd Floor	6013	6014	6015	6016	6017	6018
Parking Level / Main Floor	6007	6008	6009	6010	6011	6012
Ground/Terrace Units	6001	6002T	6003T	6004T	6005T	6006

7000 building unit layout:

3 rd Floor	7019	7020	7021	7022	7023	7024
2 nd Floor	7013	7014	7015	7016	7017	7018
Parking Level / Main Floor	7007	7008	7009	7010	7011	7012
Ground/Terrace Units	7001	7002T	7003T	7004T	7005T	7006

8000 building unit layout:

3 rd Floor	8013	8014	8015	8016	8017	8018
2 nd Floor	8007	8008	8009	8010	8011	8012
Parking Level / Main Floor	8001	8002	8003	8004	8005	8006
Utility Level						

**Note the 6000/8000 buildings have only three floors. The 8000 building has no Terrace units.*

Terrace units are available to Terrace owners only. These units are 1001, 1002, 1003, 1004, 2001A, 2002, 2003, 2004A, 3002, 3003, 4002, 4003, 5002, 5003, 6002, 6003, 6004, 6005, 7002, 7003, 7004 and 7005. Terrace units are sold as two-bedroom villas with a maximum occupancy of six. Terrace units do not have the lock-off option.

Terrace units 2003 and 2004A do not have access to the lawn (railings on patio).

All Terrace units have two bathrooms, 1000 through 5000 have one bath with a Jacuzzi tub and one with a shower. The 6000 and 7000 Terrace bathrooms have Jacuzzi tubs.

The Hillside villas are situated across from the Riverside Golf Clubhouse and check-in/check-outs are done at the Riverside Recreation Centre (24-hour check-in).

Hillside Differences

Hillside has had many changes and enhancements made to the villas, as compared with Riverside units.

- For lock-off purposes, the "B" side has been enlarged.
- The "A" side has only one bathroom with access from the bedroom and the living room.
- The "B" side has a four-burner stovetop and dishwasher.
- All Hillside units have king-size beds.

- The 1000 building "B" sides do not have Jacuzzi tubs.
- Villas 3005(A & B), 3006A, 3007A, 3008(A & B), 4005(A & B), 4006A, 4007A and 4008 are handicapped accessible. There are handrails next to the toilet and Jacuzzi tub. These units are equipped with a hand held shower.
- Villas 5005(A & B), 5006A, 5007A, 5008(A & B), 6007(A & B), 6012(A & B), 7007A and 7012A are handicapped units. These units have showers instead of Jacuzzi tubs. There are no cupboards under the bathroom sink in handicapped units.
- The "B" sides in the 3000, 4000, 5000, 6000, 7000 and 8000 buildings are a bit larger than earlier "B" sides and have been enhanced with a fireplace.
- The "B" sides in the 6000, 7000 and 8000 buildings have a small stove (2 cubic foot oven).

All Hillside units are non-smoking. If you do choose to smoke on your balcony, please be considerate of your neighbours, as some people have severe reactions to smoke.

Unit Location for Riverview Villas (8100 Building)

As of January 1, 2006 the only building **not** available to Riverside/Hillside owners for booking is the 8100 (call Vacation Ownership Services for updates).

8100 building unit layout:

3 rd Floor	8125	8126	8127	8128		8129	8130	8131	8132
2 nd Floor	8117	8118	8119	8120		8121	8122	8123	8124
1 st Floor	8109	8110	8111	8112		8113	8114	8115	8116
Parking Level / Main Floor	8101	8102	8103	8104		8105	8106	8107	8108

The Riverview building was built in 2004, and is only available to Riverview owners, or through exchanges by Platinum Club members. There are several notable features.

- For lock-off purposes, the "B" side is a comfortable size and incorporates a full kitchen.
- A centrally located elevator services all upper floors.
- End units have gazebo type balconies.
- A-sides face north towards the Riverside Golf Course; B-sides face south towards the parking lot.

The Resort has four types of Inventory

- 1) Units that are developer space.
- 2) Units that owners are going to use for themselves.
- 3) Units that owners have given (deposited) to Interval or to the Platinum Club.
- 4) Units that have been assigned to RCI.

Generally speaking, each inventory pool is managed separately. For example, Interval cannot use units that belong to owners – even if they are vacant. Likewise, owners cannot use units that belong to Interval - even if they are vacant.

Reminder: You must book a week within the season you have purchased in order to deposit it with Interval. **(Book before the start of your season to ensure you do not lose your time.)**

Information required when booking/depositing

When making a reservation we need to know:

- * Your lease number(s)
- * What year you're reserving or depositing
- * Preferred check-in day
- * Name, address and telephone numbers
- * **Maintenance fees must be paid at the time of booking.**
- * Your Interval Membership Number
- * Week number and dates
- * If you have any special needs or limitations
- * Lock-off fee is paid, if required

When you receive your letter of confirmation please read it carefully. Check for errors in:

- * Lease number
- * Villa number
- * Reserving or depositing
- * **Year, week and dates**
- * **Number of bedrooms (lock-off vs full unit)**

If there are any errors please contact the Resort immediately, otherwise call us two weeks prior to your arrival to re-confirm your booking. There is twenty-four hour check-in at the Riverside Recreation Centre. However, please call if you will be arriving late (after 11:00 PM).

Cancellation Policy

- Call us first to cancel/re-book or deposit your **two-bedroom villa**. Note; we can only cancel bookings made directly through the resort, or through the Platinum Club.
- Cancellation / Re-booking fee is \$50.00 (plus tax) payable at time of cancellation.
- Based on space availability.
- One bedroom villas cannot be canceled. Your only option is to deposit the unit with Interval (Phone Vacation Ownership Services a minimum of sixty-five days from the check in date to avoid a late deposit). Interval will not accept deposits fourteen days or less from the check-in date of the unit.

Note: If you have deposited your lock-off (B-side) with Interval International, you cannot change or cancel either part of the booking.

If you find that you cannot use the "A" side you may deposit it with Interval International. There is no fee for this if you have already paid your lock-off fee. Please contact the Resort a minimum of sixty-five days before the check-in date of your unit (Interval considers deposits made 59–14 days from the check-in date, as late deposits - these deposits must use the Flex Change program).

Special Needs

If you require a main floor or handicap unit please make sure to advise the Resort or exchange company at the time of your booking or your exchange request.

All units at Sunchaser Riverside, Hillside and Riverview are non-smoking. If you do choose to smoke on your balcony, please close the door and be considerate of your neighbour's needs, as some people have allergic reactions to smoke.

Once Interval assigns you to a unit at Sunchaser Vacation Villas, the Resort cannot change that assignment. There is no guarantee that you will receive an "A" side unit back from Interval if you have deposited a one bedroom unit.

When should reservations be made?

If you want a choice: From several months before your season begins, up to one year prior to the date of check-in.

Last minute reservations: 30 days before your season begins.

You might lose your week: If you book after your season begins or have a late deposit.

Remember: To reserve or deposit your week at least three months before your season begins. This allows flexibility within your season. **Vacation Ownership Services must make all deposits on behalf of the owners to Interval International.**

Guideline for Reservations / Deposits to Interval

If you own:	Week Number:	Please Call:
Prime (PR)	Wks 1 – 18, excluding Easter	before September (previous year)
Prime Golf (PG)	Wks 19 – 25 & Wks 36 – 41	before January of year of usage
Gold (GO)	Easter, Wks 26 – 35, Wks 51 & 52	before February of year of usage
Leisure (SW)	Wks 42 - 50	before June of year of usage
Biennial Odd (BO, usage every <u>odd</u> year)		Biennial Even (BE, usage every <u>even</u> year)

*If you do not book your week, your week will sit vacant. You will have lost it completely and you will **still be accountable** for the maintenance fees. **Please call before the start of your season!**

Two Bedroom Lock-off Villa = Maximum Occupancy Eight

One Bedroom Villa = Maximum Occupancy Four

Terrace Two Bedroom Villa = Maximum Occupancy Six

(As per clause 1 and/or 1A of the Consumer Protection Agreement, maximum occupancy limits may be enforced)

Owners sending guests:

Any time a leaseholder is not checking into their prearranged villa, the Reservation Department or the Front Desk at Riverside/Hillside must be notified by phone or in writing of whom the guest is that will be checking in. A Guest Authorization form can be downloaded from the Owners page on our website; www.sunchaservillas.ca. **Guest(s) checking in must be at least twenty one (21) years of age.**

Additional Details:

Interval International will not accept deposits that are fourteen days or less from the check-in date of the unit being deposited. To avoid a late deposit, call Vacation Ownership Services at least sixty-five days from the check-in date of your villa (late deposits are fifty nine days to fourteen days before check-in).

Please ensure that your Maintenance Fees have been paid. Maintenance fees are due upon receipt of your invoice or at the time you make your booking and/or deposit to an exchange company. As of January 31 of each year, any outstanding balances will be charged interest. Owners with outstanding fees will have usage at Sunchaser Riverside/Hillside/Riverview, Interval International and RCI restricted until all outstanding fees are current.

Owner bookings and deposits to Interval can only be made once maintenance fees are paid for the year of use. For example, if an owner wishes to make a reservation and deposit for some time in the following year, then pre-payment of maintenance fees for that year is required. Since maintenance fees for the following year may not be established at the time of booking, the current year's maintenance fee would be used and any balance owing would appear on the owners' next invoice and statement.

Note: Interest is charged on monthly balances at the annual rate of 26.82% (2% per month).
(As per clause 10 or 11, page 3 of your Vacation Lease)

Contact Vacation Ownership Services: Monday to Friday, 8:00 AM – 5:30 PM;
Closed weekends and statutory holidays.

Telephone toll free 1.877.451.1250; Fax 1.888.378.4477 or email customercare@northwynd.ca.

Interval Guest Certificate - \$49.00(U.S.) (effective July 1, 2010)

Applies to all Interval exchange confirmations issued in a name other than the owner's name (outside of your home resort group). Certificate recipient must be over the age of twenty one (21).

FAQ

For information about reserving or depositing your vacation time or to discuss your options please call;
Vacation Ownership Services (Reservations).

Calgary

Toll Free: 1.877.451.1250

Fax: 1.888.378.4477

- Monday – Friday: 8:00 AM to 5:30 PM.
- Closed weekends and statutory holidays.

Email address: customercare@northwynd.ca

Front Desk/Administration Telephone 1.250.345.6241, Fax: 1.250.345.6166

The phone lines can be very busy, so please use the voice mail or email and we will contact you as soon as possible. Please remember to provide your area code. Thank you.

Regarding your purchase, sales tour, guest passes, exchanges to Lake Okanagan and upgrades.
(Only those owners that have participated & purchased through Sunchaser sales programs are eligible for exchanges to Lake Okanagan. Other restrictions may apply).

Sunchaser Vacation Villas – Sales Office

1.800.663.6333 or 1.250.345.6321

www.sunchaservillas.ca

Email: sales@sunchaservillas.ca

Contact Platinum Club Agents at 1.877.451.1250 or (403) 517.2601

To place requests to make an exchange through **Interval International**.

Interval International 1.877.700.4567
Getaways Travel Now Hot Line: 1.800.722.1860
Flexchange Recording: 1.800.722.1747
Getaway Reservations: 1.800.722.1880

Phone Numbers for Interval Travel:

Airline, Hotel, and Car Rentals: 1.800.235.4000 **Vacation Packages:** 1.800.722.1861

Cruises: 1.800.622.1540 (must be an Interval Gold cardholder, works like a "Request First")

Interval International web page addresses.

- www.interval-intl.com
- www.intervalworld.com

Interval International Membership Renewal/Address Change

1.800.843.8843

RCI Information

Incoming RCI guests will be assigned an inventory type by RCI, for example '11T', '1B2', '2RR', etc.. This is not a specific unit number, but indicates a unit type and check-in day, as noted in the tables below.

Riverside (Resort ID; C521)

Thursday	Friday		Saturday		Sunday		Monday	
N/A	200 Building		100 Building		400 Building		500 / 800 Buildings	
	A-side	11T	A-side	11Y	A-side	11U	A-side	1B1
	B-side	12T	B-side	12Y	B-side	12U	B-side	1B2
	Full	2TT	Full	2YY	Full	2UU	Full	2B2
	700 Building		300 Building		600 Building			
	A-side	11X	A-side	11V	A-side	1A1		
B-side	12X	B-side	12V	B-side	1A2			
Full	2XX	Full	2VV	Full	2A2			

Hillside / Riverview (Resort ID; C158)

Thursday	Friday		Saturday		Sunday		Monday		
2000 Building		4000 Building		3000 Building		1000 Building		5000 Building	
A-side	11C	A-side	11D	A-side	11E	A-side	11F	A-side	11G
B-side	12C	B-side	12D	B-side	12E	B-side	12F	B-side	12G
Full	2CC	Full	2DD	Full	2EE	Full	2FF	Full	2GG
Terrace	2LL	Terrace	2PP	Terrace	2QQ	Terrace	2MM	Terrace	2RR
6000 Building		7000 Building		8000 Building		8100 Building			
A-side	11H	A-side	11J	A-side	11K	A-side	11S		
B-side	12H	B-side	12J	B-side	12K	B-side	12S		
Full	2HH	Full	2JJ	Full	2KK	Full	2SS		
Terrace	2NN	Terrace	2PP						

RCI Short Stays (less than 7 nights; 2-night minimum) Cleaning Fee;

- 1-bedroom; \$70.00 plus tax
- 2-bedroom; \$125.00 plus tax

RCI Guest Certificate - \$66.00(CAD) (effective January 1, 2011)

Applies to all exchange confirmations issued in a name other than the owner's name (outside of your home resort group). Certificate recipient must be over the age of twenty one (21).

Member Services RCI Weeks; 1-800-338-7777

Member Services RCI Points (Sunchaser Owners); 1-866-230-9319

Please note the following RCI information presented when making an online booking.

Urgent Information

Resort C158 - SUNCHASER VACATION VILLAS Housekeeping fees apply to all stays less than 7 nights: \$CD70 for 1 bedroom, \$CD125 for 2 bedroom Check-in day: Monday, Thursday, Friday, Saturday and Sunday. Check-in Type: Minimum of 2 nights Resort policies and maintenance: The use of the outdoor pool, water park and waterslides are seasonal. Call the resort for specific information. Please note that NOT all one bedroom units have a fireplace and a full kitchen. When making a Home Resort Reservation, the system should subsidize the points difference. Please make sure you book the A and B sides separately so the subsidy works correctly.

I acknowledge that I have read and agree to the terms and conditions stated in the Urgent Information

Urgent Information

RESORT C521 - SUNCHASER VACATION VILLAS **RIVERSIDE** Housekeeping fees apply to all stays less than 7 nights: \$CD70 for 1 bedroom, \$CD125 for 2 bedroom Check-in day: Monday, Friday, Saturday and Sunday. Check-in Type: Minimum of 2 nights The use of the outdoor pool, water park and waterslides are seasonal. Call the resort for specific information. Please note that NOT all one bedroom units have a fireplace and a full kitchen. The resort reserves the right to assign units and members may have to change units during their stay. When making a Home Resort Reservation, the system should subsidize the points difference. Please make sure you book the A and B sides separately so the subsidy works correctly.

I acknowledge that I have read and agree to the terms and conditions stated in the Urgent Information