

## Our Family of Resorts



Dear Floating Summer 2017 Grand Timber Lodge Owner,

Greetings from Breckenridge! We are thrilled to announce the implementation of a new, online booking process for your summer week! The Breckenridge Grand Vacations Annual Reservations System is an easy-to-use online request system that eliminates the frustrating challenges created by a “call and request” booking day. This system is designed to be fair to all owners and offers a hassle-free request experience. Below are a number of frequently asked questions regarding this reservation system.

*Q: What does this mean for me?*

A: Breckenridge Grand Vacations does not offer a first-come, first-served booking day for the summer season at Grand Timber Lodge. Instead, we are pleased to offer you approximately a 30-day window to place your requests online. The dates for this year’s request window are Monday, May 9, 2016 (starting at 9 a.m. Mountain Standard Time) through Friday, June 3, 2016 (ending at 5 p.m. Mountain Standard Time). It doesn’t matter when you place your requests through the Breckenridge Grand Vacations Annual Reservations System as long as you do so on or before the June 3, 2016 deadline. On June 15, 2016, you will receive an email confirmation, or you can also log on to the Owner Portal to see your reserved week. Please remember that this web-based process for taking your requests does not guarantee you will receive your first choice week, or that you will be assigned to a week.

*Q: So how does it work?*

A: The Breckenridge Grand Vacations Annual Reservations System allows you to place your requests online, as described above, without having to call in to the Breckenridge Grand Vacations Owner Relations department. Then, an extensively tested computer program will determine what week you will receive by using a prioritized list that is not based on a first-come, first-served system but rather a formula that will match as many owners to one of their top five choices as possible within the available inventory. In future years, this system also gives priority to owners who did not receive one of their top choices during the last request and assignment process.

*Q: How do I place my requests?*

A: As this is not a first-come, first-served system, you do not need to place your requests as soon as the window opens on May 9, 2016. Instead, you can conveniently place your requests anytime during the approximate 30-day window. To get started, simply go to <http://reservations.grandtimber.com> and log in to the Breckenridge Grand Vacations Annual Reservations System. We have provided an instruction guide for you on this website, complete with illustrations. To view and/or print the instruction guide, simply click on the link “Breckenridge Grand Vacations Annual Reservations System Instruction Manual.”

*Q: Do I have to make all five requests?*

A: Yes, you will be required to place a minimum of five requests for each week that you own. If you place less than five requests, you will be excluded from the online request system and will not receive a week. We also strongly encourage you to place more requests beyond the required five in order to increase your chances of getting a week reserved.

*Q: Can I split my week using lock-off units?*

A: Yes, you can request to lock off your unit while using the Breckenridge Grand Vacations Annual Reservations System. If you know that you will only be using one part of your unit, and then depositing or renting your remaining lock-off, you can focus on getting the unit you desire to use assigned to the week you prefer to use by requesting that week and then selecting the option to have the remaining lock-off unit assigned to any remaining available week. You still need to place a request for a minimum of five weeks for both units when requesting to lock it off.

*Q: How can I request Partial Stays (stays for less than 7 nights) through the Breckenridge Grand Vacations Annual Reservations System?*

A: Simply call the Breckenridge Grand Vacations Owner Relations department at 877-453-4440 to request Partial Stays for summer 2017 starting on May 9, 2016 through June 3, 2016. Please do not book a full week through the Breckenridge Grand Vacations Annual Reservations System as doing so will waive your right to request Partial Stays. Calling the Breckenridge Grand Vacations Owner Relations department is the only way to request a Partial Stay.

*Q: Can I request to have my week automatically deposited with Interval International or have my week placed into the Breckenridge Grand Vacations rental program, if I am not using the week myself?*

A: Yes, when placing your request for your desired weeks, you can notify the Breckenridge Grand Vacations Owner Relations team that you would like to have your week deposited into your Interval International account, or you can request to have your week placed into the Breckenridge Grand Vacations rental program. If you wish to do either of these options, the Owner Relations team will contact you to confirm that your week has been deposited with Interval International, or to process and execute your rental agreement to place your week into the rental program.

*Q: Will I have the option to be automatically placed into any available week, if I am not confirmed for one of my requests?*

A: While we strongly encourage owners to request all summer weeks to ensure that you are confirmed to a week, you will have the option to request to be assigned to any remaining available week, if you are not confirmed to one of your requests. In order to select this option, you will need to submit a minimum of five requests before the system will allow you to select the option to be assigned to any remaining available week, if you are not assigned to one of your requested weeks.

*Q: What if I don't have internet access?*

A: Our Breckenridge Grand Vacations Owner Support Specialists will be available during the request window to submit requests for anyone who does not have internet access. The Breckenridge Grand Vacations Owner Relations department is open Monday through Saturday from 9 a.m. to 5 p.m. Mountain Standard Time, excluding major holidays, and we can be reached at 877-453-4440.

*Q: After I have put in my requests, do I need to do anything else?*

A: Once you have submitted your requests, you can sit back, relax, and let us do the rest! You will receive an email confirmation on June 15, 2016, and you can also log onto the Owner Portal to see your reserved week. Please note that at least five requests for each week that you own must be submitted through the Breckenridge Grand Vacations Annual Reservations System from 9 a.m. Mountain Standard Time on May 9, 2016 through 5 p.m. Mountain Standard Time on June 3, 2016.

*Q: How does the Breckenridge Grand Vacations Annual Reservations System determine the priority of my requests?*

A: This system has been designed to fairly and evenly distribute top-choice requests amongst all owners throughout the years. In order to accomplish this, summer owners will be placed into a priority group based on whether they received their first-choice reservation in past years, their second-choice reservation, etc. For the first year of reservations, owners will be randomly assigned a priority group. Owners will now be able to enjoy receiving their top-choice week(s) on a rotational basis for years to come!

*Q: What happens if I am not confirmed into any of my requests?*

A: We will contact you if you did not receive any of your requests and to assist you in reserving a week that is still available. However, we strongly recommend that you place requests for all weeks in the summer season so that you will be confirmed into a week, or choose the option to be assigned to any remaining available week after a minimum of five requests have been placed.

As always, please do not hesitate to contact us if you have any questions or concerns. The Breckenridge Grand Vacations Owner Relations department can be reached at 877-453-4440 Monday through Saturday from 9 a.m. to 5 p.m. Mountain Standard Time, excluding holidays.

Best Regards,

The Breckenridge Grand Vacations Owner Relations Department