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## Frequently Asked Questions

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### >> Your Membership Transition

#### Converting to Holiday Inn Club from RCI

You don't have to wait until the end of your RCI paid-through date to join Holiday Inn Club. To join early, simply complete the Conversion Authorization Form ([click here to print](#)) in its entirety to avoid processing delays and return it to Holiday Inn Club via:

- **Fax:** (407) 905-1310; or
- **Postal Mail:** Attn: Holiday Inn Club Membership Administration 8505 W. Irlo Bronson Memorial Hwy, Kissimmee, FL 34747

Approximately 14 – 21 days after we receive the form, your RCI Points will be converted to Holiday Inn Club Points and you will be able to start using them to plan your next vacation.

#### Monthly RCI Conversions

We will continue to perform monthly conversions for RCI multi-year members whose paid-through dates extend past February 2010. After your paid-through date ends with RCI, approximately 1 – 2 weeks later your account will be fully converted to Holiday Inn Club membership.

#### How does my current RCI membership and ownership status affect my transition to Holiday Inn Club membership?

Our goal is to provide you a smooth transition into the Club, so it's important to know how your current RCI status can affect it. If you have already received a postcard in the mail from us, your membership status code in the orange box correlates to the descriptions below. Otherwise, please read the descriptions to identify your status.

##### A. Holiday Inn Club Member

For those who were formerly Burroughs and Chapin owners and have acquired new Holiday Inn Club Vacation ownership, you are already a full Club member and enjoy its many benefits.

##### B. RCI Annual Member

If your last direct payment to RCI was made prior to Feb 2009 and you received a Holiday Inn Club invoice for a one-year renewal on behalf of RCI within the past year— you will become a full Club member in Feb 2010.

Prior to Feb 2009, if your paid-through date with RCI was extended beyond Feb 2010, this extended your RCI membership and points account to a date beyond February 2010. You have two options:

- Become a full Holiday Inn Club member when you reach the end of your pay-through date with RCI; **OR**
- Request a refund of your current RCI membership and join Holiday Inn Club in February 2010.

#### **D. No RCI Points Account**

For those with no active RCI points account, you will become a Holiday Inn Club member in February 2010.

#### **What happens to my RCI account if I own additional timeshare properties outside of Holiday Inn Club Vacations?**

You will keep your current RCI account for properties that are not affiliated with Holiday Inn Club. In addition, RCI will create a new account for you that will be exclusively linked to your Holiday Inn Club membership.

#### **What happens to my RCI points once I join Holiday Inn Club?**

- All current year used points and prior year points will remain with RCI for future RCI activities.
- All current year unused points and future year unused points will transfer to your Club account.
- Holiday Inn Club Points to RCI points ratio = 2:1 (100,000 Club = 50,000 RCI)

## **>> Holiday Inn Club Vacations**

#### **Who is Orange Lake Resorts?**

Orange Lake Resorts is a privately owned and operated timeshare company that strongly values family vacationing. We were founded in 1982 by Kemmons Wilson, who also founded Holiday Inn®, and continue to be privately owned and operated by the Wilson family. Our 1,450-acre flagship resort located beside Walt Disney World® Resort in Orlando, FL, is the largest single-site timeshare resort in the world and is an RCI Gold Crown Resort. We currently have more than 2,750 villas and units across multiple resorts.

#### **What is Holiday Inn Club Vacations?**

In December 2008, Orange Lake Resorts entered into a strategic alliance with InterContinental Hotels Group (IHG) to create a new timeshare brand: Holiday Inn Club Vacations™. This alliance provides our Club members with additional benefits and more flexibility in the way that they travel. It also enables Orange Lake Resorts to continue to grow so that we can provide an outstanding club with member access to many benefits and choices for your vacation experience.

#### **Who is InterContinental Hotels Group (IHG)?**

InterContinental Hotels Group (IHG) is the world's largest hotel group by number of rooms, topping more than 610,000 in over 4,100 hotels across nearly 100 countries. They own the following well-respected brands: InterContinental® Hotels & Resorts, Crowne Plaza® Hotels & Resorts, Hotel Indigo®, Holiday Inn® Hotels, Holiday Inn Express®, Staybridge Suites® and Candlewood Suites®.

#### **What's the difference between Holiday Inn Club Vacations and Holiday Inn Club?**

Holiday Inn Club Vacations is the timeshare brand created by a strategic alliance between InterContinental Hotels Group (IHG) and Orange Lake Resorts. Holiday Inn Club is the member exchange program operated by Orange Lake Resorts, created to provide its members with additional benefits and more flexibility in the way that they travel.

#### **I heard Holiday Inn hotels are changing—is this true?**

In October 2007, IHG announced a \$1 Billion refresh of the entire Holiday Inn® brand. Encompassing more than 3,200 hotels, this is the largest undertaking of its kind in the hotel industry. Hotels will be updated to provide a newer, more contemporary guest experience. Not only are staffs being hired or retrained to provide superior service, a host of new initiatives are underway to transform the brand. These initiatives are scheduled to be complete by 2010. On February 1, 2009, IHG began rolling out the message to the general public through full-page ads in *USA Today*. Visit [www.relaunch.holidayinn.com](http://www.relaunch.holidayinn.com) to learn more.

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## **>> My Resort**

#### **Which timeshare company will I actually own with?**

You still own your floating week at South Beach Resort and/or Crown Park Resort (renamed Smoky Mountain Resort).

2010, you will be a member of the Holiday Inn Club™.

**Is the name of my resort going to change?**

Crown Park Resort has been renamed Holiday Inn Club Vacations at Smoky Mountain Resort to reflect the resort's proximity to the Great Smoky Mountain National Park. South Beach Resort will be renamed Holiday Inn Club Vacations at South Beach Resort.

**Will the resorts be changed or expanded in any way?**

As you know, both resorts are already beautifully maintained. In April 2009, new Holiday Inn Club Vacations signs were installed throughout each resort. In the future, we may look at ways to further enhance resort amenities.

**Do I have the same ownership rights as before? Will there still be a deeded property recorded for my units?**

All deeded rights to your ownership will remain in place.

**Why do we need to present credit cards every time we check in?**

As your management company, we take the responsibility of protecting your assets seriously. It is our intent to ensure that every person who rents or exchanges cares for your asset as you would. As a matter of policy, we collect a valid credit card for all guests and owners staying on property to recover damage assessments should they be needed. This will ensure your condominium association will not be charged for damage within a unit caused by individuals.

**Are there any resort enhancements or future construction projects coming for either property?**

We are committed to improving your resorts and believe the ongoing enhancements to both South Beach Resort and Smoky Mountain Resort will positively impact your vacation experience. Orange Lake Resorts, our timeshare company operating Holiday Inn Club, continues to make enhancements and explore further opportunities for improvements at both locations. Current projects include:

**South Beach Resort**

- Enhancements are being made to the lobby to create a new look, including new paint schemes, light fixtures, artwork, curtains and upholstery. The lounge area will be repainted and receive new sofas, chairs and accessories, and the outdoor porch of the Clubhouse will receive new furniture. All are scheduled to be completed by the end of July 2010.
- The Lagoon Pool & Bar has been refreshed with new paint and color schemes in preparation for reopening the upcoming Memorial Day Weekend. New pool umbrellas are also being added and new bar signs will be added as they are completed.
- Landscaping enhancements at the main entry drive are scheduled to begin May 24 and be completed by May 28. Other landscaping areas are being assessed for future enhancement.

Orange Lake Resorts continues to explore further improvements at both locations to ensure that you remain as proud of your resorts as our 120,000 owners in Orlando and Panama City, FL, Lake Geneva, WI, and Brownsville, VT.

**What is the present status of these resort enhancements?**

The following enhancements that were scheduled for completion from late 2009 into spring 2010 have all been completed:

**South Beach Resort**

- Oceanfront *Breezes Beach Club* renovations
- Addition of *Signature Collection* villas
- *Marketplace* renovations
- Buildings A & B "soft goods" renovations

**Smoky Mountain Resort**

- Addition of "grab & go" *Marketplace*

**Will I still get Owner Bonus Nights?**

This program has been replaced by an owner discount program, which gives South Beach Resort and Smoky Mountain

periodic special offers throughout the year. A 2-night minimum stay is required (unless reserving 7 days in advance or less) and reservations may be made up to one year in advance, based on availability.

#### **How does the Key Vacations program work?**

As you know, the Key Vacations program has been in existence since the opening of your resort and is funded by a \$50 fee per week owned, which is part of your maintenance fees paid to your Association. The Key Vacations Program is available exclusively to owners of timeshare interests located at South Beach Resort, while they are in actual residence. Please note that any changes to the program are at the discretion of your Association's Board of Directors, since this is funded by payment of maintenance fees to the Association.

**Owners at South Beach Resort** are entitled to up to eight (8) passes per unit of ownership per year, and two (2) of these passes may be used for golf. The pass may take the form of a card or a series of cards or tickets. These cards or tickets entitle South Beach owners to a one-time complimentary admission to the attractions listed below\*:

1. Midway Par 3 Golf
2. Jurassic Park Mini Golf
3. Cane Patch Par 3
4. South Beach Adventure Park Family Golf
5. Captains' Hook Mini Golf
6. Dragons' Lair Mini Golf
7. Jungle Safari Mini Golf
8. Myrtle Waves Water Park
9. NASCAR SpeedPark, Myrtle Beach
10. Carousel Court and the Pavilion Nostalgia Park amusement areas
11. Myrtlewood Palmetto Golf Course\*\*
12. Myrtlewood Pin Hill Golf Course\*\*

*\*Attractions are provided through an agreement with Burroughs & Chapin Company and are subject to change at their discretion.*

*\*Golf passes are limited to two (2) per week owned. The benefit includes greens fees; cart fees are extra. Tee times cannot be made more than 48 hours in advance. **Please Note:** Golf courses may be substituted, and tee times are subject to blackout dates and availability.*

#### **Can I continue to use the Bonus Day rates of \$79.00 and \$89.00 per night six days in advance?**

Currently, owners receive a 25% discount on rental rates at all Holiday Inn Club Vacations resorts, as well as special offers throughout the year. You may begin to use this benefit immediately, which replaces the Bonus Day rates program. Please note that reservations must be made through Owner Support. To make your reservation for South Beach Resort, call (866) 327-3013; for Smoky Mountain Resort, call (866) 327-3014. Owner Support hours are 8 a.m.–10 p.m. (M–F); 8 a.m.–8 p.m. (Sat); and 9 a.m.–5:30 p.m. (Sun), ET.

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## **>> RCI Membership**

#### **Will I still be an RCI Points member?**

Yes, you will continue to have membership in RCI Points. When you officially become a member of the Holiday Inn Club in February 2010, you will continue to enjoy access to RCI Points.

#### **I called RCI and they know nothing about this.**

RCI is fully informed and has offered their complete cooperation. To keep up-to-date on the latest transition news, be sure to visit this site often.

#### **Will I have to purchase a new RCI membership?**

There is no need to purchase an RCI membership. Your Holiday Inn Club membership includes membership in both RCI Points and RCI Weeks, which is included in your annual fee.

#### **I have a question about my RCI dues. Who may I call to discuss?**

Please call 1-888-986-9463 for questions related to your RCI membership dues. For all other questions, please see the [Additional Information](#) section below.

**I have already pre-paid my RCI dues for 2010 or later. How can I be certain that I won't be charged again?**

Holiday Inn Club is working with RCI to make sure both parties are consistent with the billing process so that you are not charged twice. If you paid your RCI bill after February 2009, RCI will refund the payment to you and the club will bill you that same amount on your anniversary date.

**My current fee to make reservations through RCI Points is currently \$17 per night for 4 nights or less, and a flat fee of \$69 for 5 nights or more. Will this fee structure change once I become a member of Holiday Inn Club?**

When you become a member of Holiday Inn Club and you book your Home Resort during the Resort Access window (13–10 months in advance), you will not be charged a reservation fee. For all other reservations, including reserving your Home Resort outside the Resort Access window (10 months or less prior to your Home Resort), you will pay a flat fee of \$49.

**As a member of Holiday Inn Club, will I continue to have access to other RCI features such as Last Call and Extra Vacations?**

You will continue to have access to all RCI features that you currently enjoy.

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**>> Mortgage, Maintenance Fees & Billing****Who should I pay my maintenance fees to?**

Please make all maintenance fees payable to Orange Lake Resort. Concord no longer services your account.

**I received an RCI membership dues bill. Who should I pay: RCI or Holiday Inn Club?**

For 2009, your RCI membership dues of \$124 will be billed by, and paid directly to, Holiday Inn Club and will continue your existing RCI membership and benefits. If your RCI Points anniversary/renewal date is February or later, **DO NOT** pay future membership fees directly to RCI. Holiday Inn Club will pay your membership fees to RCI for 2009 and beyond.

Only members with a January 2009 anniversary/renewal period will be invoiced by RCI, and should pay RCI directly for 2009. All other members will be invoiced by Holiday Inn Club and payment will be remitted to RCI on your behalf for all future RCI dues. Effective January 2010, your Holiday Inn Club dues will include your RCI access.

To pay your RCI membership dues, call (888) 986-9463.

**I've already paid my dues to RCI for 2009. Am I going to be billed again?**

If you've already paid your dues for 2009 you will not be billed again. We are working closely with RCI to ensure that you are not billed twice.

**Where should I send my mortgage payments?**

Recently, Concord Servicing Corporation mailed you a letter explaining the transfer of your mortgage account servicing to Orange Lake Country Club. If you have not yet mailed your July payment, please use the following temporary address and include your Concord coupon:

Orange Lake Country Club  
Attention: Payment Processing Department  
8505 W. Irlo Bronson Memorial Highway  
Kissimmee, FL. 34747

Please include your name as it appears on the account and your account number when sending your payment. If you mailed your July mortgage payment to Concord, it will be forwarded and applied to your account. You will begin receiving monthly statements starting with your August payment that will include the new mailing address for your payments. Please be sure to always return your payment with the remittance portion at the bottom of the statement.

- For questions about your mortgage, as well as annual maintenance and tax assessments, please call (866) 270-3937 or (407) 239-0000 x3078 Monday – Thursday 8 a.m. – 8 p.m., Friday 8 a.m. – 7 p.m., and Saturday 8:30 a.m. – 2:30 p.m. Eastern Time.
- If your account was on any type of auto pay method with Concord the same payment method will be used for your monthly payments processed by Orange Lake.

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## >> Reservations & Vacation Planning

### Who should I call to make reservations?

Continue to call RCI to make your reservations through February 3, 2010, including 2010 Home Resort (Smoky Mountain Resort, *formerly Crown Park Resort*, and South Beach Resort) reservations. Beginning February 4, 2010, you will contact Holiday Inn Club Member Services for all transactions, including RCI exchanges.

### Can I call now to make a 2010 reservation with Holiday Inn Club?

You may call Holiday Inn Club to make Holiday Inn Club reservations beginning February 2010, when you become an official member of the Club.

### I have already reserved my 2010 vacation through RCI and want to change it. What should I do?

If you have made a reservation directly with RCI, you should continue to call them for any changes to that reservation.

### How can I make a special request for my reservation at South Beach Resort or Smoky Mountain Resort?

After making your reservation, please wait 3–4 days before contacting Owner Support at (888) 657-3529 to make your request. Please do not contact the resorts directly.

### Why do RCI and Holiday Inn Club Vacations have different villa availability when I call to make a reservation at South Beach Resort?

South Beach Resort is a desirable location and inventory will likely continue to be in high-demand for the foreseeable future. In addition to customary seasonal demands, the following factors contribute to villa availability at South Beach Resort:

- As part of the agreement with RCI to support owners/members using RCI's external exchange program, the Club must balance those exchanges with inventory provided to RCI. The amount placed with RCI equals the amount of external exchanges that owners make with RCI. Since we must give this to RCI and it cannot be in two reservation systems at the same time, that will account for the differences in RCI availability vs. resort availability.
- At any given time, a majority of our inventory not already reserved by owners is reserved for Club member use. This means that owners at South Beach Resort using the appropriate Reservation Windows (once they are Club members) will always have the best access to the resort, followed by other Club members.
- Unsold inventory is actually owned by the developer (Holiday Inn Club Vacations). The developer, as the owner, pays the maintenance fees on that inventory and uses it for a variety of purposes, including sometimes making it available for rental. This is why an owner can sometimes call the resort and find inventory available for rental, but not for member reservations.

Beginning February 2010, all available inventory at the resort will be placed into the Holiday Inn Club, but availability may continue to be limited into the summer of 2010. **If you plan to visit the resort during that time, it is best to reserve through RCI now to avoid disappointment—you do not need to wait for the full transition to the Club.**

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## >> Holiday Inn Club Membership & Benefits

### What new benefits will I receive with Holiday Inn Club and when can I start using them?

When your Holiday Inn Club membership is activated on February 2010, you will have the freedom and flexibility to vacation on your terms. Your benefits include the ability to:

- **Return** to your Home Resort (Smoky Mountain Resort, *formerly Crown Park Resort*, or South Beach Resort)
- **Reserve** your vacation for stays at other Holiday Inn Club Member Resorts, including destinations in Orlando and Panama City, FL; Lake Geneva, WI; Brownsville, VT; Gatlinburg, TN, and Myrtle Beach, SC
- **Exchange** to Priority Club® points for hotel stays in more than 4,100 IHG hotels in over 100 countries worldwide
- **Redeem** your Club Points for a variety of partner programs and special offers
- **Exchange** through RCI Points to over 4,100 RCI-affiliated resorts worldwide

Throughout the coming year, we will provide you with additional information about Holiday Inn Club benefits and your membership. In the meantime, please visit [www.holidayinnclub.com](http://www.holidayinnclub.com) for more information.

**How many Holiday Inn Club Points is my ownership worth?**

You will continue to have the same amount and value of RCI Points that you currently have. Holiday Inn Club Points are valued at a 2:1 ratio to RCI Points. For example, if you have 100,000 RCI Points, it is equivalent to 200,000 Holiday Inn Club Points. Therefore, a 2 Bedroom Villa during Prime Season at South Beach Resort is valued at 71,000 RCI Points, or 142,000 Holiday Inn Club Points.

**How can I join Priority Club Rewards?**

If you are not already a Priority Club® member, you may sign up for free at [www.priorityclub.com](http://www.priorityclub.com). Once you become a Holiday Inn Club member, you will be automatically enrolled or upgraded to the Gold Elite level (a \$50 value)—just one of the many new benefits you'll enjoy!

**Can I use my RCI Points to exchange to Priority Club points?**

When you become a member of Holiday Inn Club in February 2010, you will be able to exchange your Holiday Inn Club Points for Priority Club points. Until then, you may visit [www.priorityclub.com](http://www.priorityclub.com) and join Priority Club (if not already a Priority Club Member) free of charge. Once you become a Holiday Inn Club member, you will be automatically upgraded to Priority Club's Gold Elite level (a \$50 value), which includes additional benefits.

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**>> Additional Information****Where can I learn more about Holiday Inn Club?**

Visit [www.holidayinnclub.com](http://www.holidayinnclub.com) to learn more about the benefits you will enjoy as a Holiday Inn Club member beginning February 2010.

**Why do you want my e-mail address?**

We want to keep you fully informed throughout the transition to Holiday Inn Club. By providing your e-mail address, we can send you the latest news and information concerning your ownership and the Club. Your information will not be shared with third parties.

**I have questions and want to talk to a live person. Who can I call?**

- To pay your RCI membership dues, call (888) 986-9463.
- To obtain reservations and RCI points status through January 31, 2010, call RCI at 866.874.5792.
- For ownership or resort inquiries, call:
  - South Beach Resort at 843.913.5392
  - Smoky Mountain Resort (formerly Crown Park Resort) at 866.844.9173.
- For Holiday Inn Club inquiries, call 877.606.CLUB (877.606.2582)

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Have a question that you do not see an answer for? [Click here >>](#)

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