

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 in its entirety to avoid processing delays and return it to Holiday Inn Club via:

- **Fax:** (407) 905-1325
- **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

If your paid-through date on your RCI membership extended past February 2010, you will become a full Holiday Inn Club member 1-2 weeks after the paid-through date with RCI ends. After this time, RCI will create a new account for you that will be exclusively linked to your Holiday Inn Club membership. If you own other properties with RCI not affiliated with the Club, you will keep your current RCI account for those properties.

What Happens now that I am in Holiday Inn Club?

You will receive several items from Holiday Inn Club as your membership is activated:

- Priority Club Rewards enrollment notification.
- Welcome Letter with your Membership Guide and Club Fee Schedule
- New Club Membership Card for all Primary Owners.
- Views, monthly e-newsletter
- Viewpoints, quarterly magazine

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 happened to my RCI points when I joined Holiday Inn Club?

All past year points (2008 and 2009) and any current year or future year points (2010 and 2011) that have already been used with RCI will remain with them for future RCI activity. All current and future year unused points will be transferred to your Club account at the following ratio:

Holiday Inn Club Points to RCI points ratio = 2:1

(example: 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 650,000 in more than 4,500 hotels in over 100 countries and territories worldwide. 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.

Visit relaunch.holidayinn.com to learn more.

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). The resort developer is now OLCC South Carolina, LLC and OLCC Tennessee, Inc., respectively.

Is the name of my resort going to change?

Crown Park Resort has been renamed Holiday Inn Club Vacations 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 South Beach Resort.

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. Recent projects include:

South Beach Resort

- Enhancements have been made to the lobby to create a new look, including new paint schemes, light fixtures, artwork, curtains and upholstery. The lounge area was repainted and received new sofas, chairs and accessories, and the outdoor porch of the Clubhouse received new furniture.
- The Lagoon Pool & Bar has been refreshed and re-themed with new paint, color schemes and decor. New pool umbrellas and new bar signs have been added.
- Landscaping enhancements at the main entry drive have been completed. 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

(New)

What is the status of the former Owner Bonus Nights Points program?

This program has been replaced by an Owner Discount Program that provides you periodic special offers throughout the year. Club members may also participate in the Owner Referral Program to earn additional points that can be applied to your account for use on future travel. Visit the Member Resources section for more information detailing this exciting Club member benefit.

What happened to the free attractions tickets once made available to me through Burroughs & Chapin?

The owner tickets previously provided to you by Burroughs & Chapin were included in a fee that was paid as part of your annual maintenance fees. At the discretion of your Association Board of Directors, those additional costs were removed by eliminating that program. As a Club member, you now enjoy the freedom to choose precisely what you want to enjoy on your vacation. Discounted attractions tickets and area excursions are available at all Club member resorts for you to enjoy as you choose. Expanded on-site activities programming is also available for you to enjoy at most member resort locations. Tell your Vacation Counselor what you would like to do on vacation and they will help design a vacation experience tailored to your specific interests and budget.

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

Currently, Owners receive discounted 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.-9 p.m. (M-F); 8 a.m.-8 p.m. (Sat); and 9 a.m.-5:30 p.m. (Sun), ET.

RCI Membership

(New)

Am I still an RCI Points member?

With your conversion into the Club, you become a member of Holiday Inn Club, which includes access to the RCI Points exchange program.

With RCI, I could go online to book last-minute getaways. Can I still do this?

Yes. You have a customized link to RCI.com (located in the Member Resources section of holidayinnclub.com) that includes access to RCI last-minute getaways.

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.

Mortgage, Maintenance Fees & Billing

(NEW)

I heard I was getting billed for maintenance and taxes in November this year for 2011 versus my normal anniversary date. Why? Plus, am I being double-billed?

You are not being double-billed. The bill you paid for 2010 was mailed based on the anniversary of your timeshare purchase. However, that bill was for your 2010 maintenance and taxes. There were two key reasons for the change in the billing cycle: A majority of the Condominium Association expenses are due at the start of each calendar year (January 1), and the Crown Park Condominium Association bylaws state that maintenance shall be assessed once at the start of each calendar year.

The new bill was mailed in mid-November for the 2011 calendar year (January 1 through December 31). Maintenance fees will now be billed in November each year and due on January 1. But, this also means you will not receive a bill on your anniversary date. If both bills happen to fall close together this year and you need a personalized solution to help pay them, please call (866) 910-9767 and we'll gladly work out a plan that best suits your personal situation.

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?

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

Please include your name and account number as it appears on your account when sending payment. Please be sure to always return your payment along with the remittance portion found at the bottom of your 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.

Reservations & Vacation Planning

Who should I call to make reservations?

When you are ready to travel, simply contact Holiday Inn Club® Member services at (877) 606-CLUB or (407) 905-1100 for all travel reservations and transactions, including RCI® exchanges. A Vacation Counselor will then review with you all available travel opportunities-it's that simple.

Your home resort is in high demand because it's a desirable location and resort. If you want to return to your home resort, make your reservation as far in advance as possible. Last-minute travel options are also available through the MaxTime program, which provides Club members exclusive Points savings options for travel getaways to all member resorts.

To make your stay more enjoyable, requests for special deliveries including cribs and other items may be made by describing the request to the Vacation Counselor at the time the reservation is made. We are here to serve you-let us know how we can make your stay extra special.

How does renting out my ownership week(s) work?

Club members can reserve a unit and then rent it out themselves. Simply complete a Guest of Member form (found in the Member Resources section of holidayinnclub.com) and submit the form to Holiday Inn Club Vacations®.

Why can't I just use my home resort without paying any membership fees?

In February of 2010, most of you became Holiday Inn Club members. (A small group of others, as RCI multi-year members whose paid through dates extend past February 2010, will become members in future months.) You now enjoy the benefits of Holiday Inn Club, which provides you the flexibility to travel virtually anywhere, at any time. Your membership with the Club lets you enjoy more choices and more travel options, as well as added benefits including Club Partners, Priority Club® Rewards, and RCI.

(NEW)

As part of your Condominium Association, a reservation exchange system is required for servicing and booking all reservations into your resort. Previously, this system was RCI, and now it is Holiday Inn Club Vacations. Before making any reservation, you will also have had to already pay the annual Club fee which gives you access to all Club Member Resorts (which includes your Home Resort), Club Partners, Priority Club® options and RCI using your Points.

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, 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 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. 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, you will be able to exchange your Holiday Inn Club Points for Priority Club points. Until then, you may visit 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.

Additional Information

Where can I learn more about Holiday Inn Club?

Visit holidayinnclub.com to learn more about the benefits you enjoy as a Holiday Inn Club member.

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.

(NEW)

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

- If you have not yet converted to Holiday Inn Club and wish to obtain reservations and your RCI points status, call RCI at (866) 874-5792 until the expiration of your membership.
- For ownership or resort inquiries, call:
 - South Beach Resort at (843) 913-5392
 - Smoky Mountain Resort (formerly Crown Park Resort) at (866) 345-3966.
- For Holiday Inn Club inquiries, call (877) 606-CLUB(2582) or (877) 905-1100.