

Policy Statement – RCI Exchange Program

POLICY STATEMENT

The RCI Exchange Program has been established to ensure that Senior Management employees, including Directors and above, have the opportunity to enjoy accommodations available to our owners and guests through RCI. Directors and above are entitled to make reservations for a seven-night stay at any of the 4,300 RCI affiliated resorts, located in more than 110 foreign countries, once each year. Reservations are subject to availability and RCI exchange fees apply. The RCI exchange fee is currently \$239.00 for domestic and international accommodations.

ELIGIBILITY

For an employee to be eligible for the RCI Exchange benefit, he/she must be a Director level employee or above. This benefit is not transferable to other Holiday Inn Club Vacations team members. Eligible team members may use the RCI Exchange Benefit no more than once every calendar year. Team members must be active at the time of travel and new team members eligible for the benefit cannot travel within their first year of employment.

PROCESS:

1. In order to start a search, the RCI Exchange Request Form must be completed and submitted to the RCI Coordinator. This form can be found on the Benefits Portal under Forms. Being flexible with dates, regions and resorts will increase the chance of locating an exchange.
2. The RCI Coordinator will contact the team member with any offers made by RCI. The team member has the right to accept or deny the offer. If denied, the search for alternative locations will resume.
3. If an RCI offer is accepted by the team member, the team member will need to provide credit card information to the RCI Coordinator within 48 hours of the offer being made.
4. If the team member does not respond within the 48 hours, the hold will release and the search will resume.
5. The RCI exchange fee will be paid personally by the team member using the RCI exchange benefit.
6. A confirmation will be sent to the team member and team member should bring the confirmation with them upon check in at the RCI property.
7. Once an offer is accepted and confirmed, the transaction is final. Should a situation arise requiring the team member to cancel, the exchange fee will not be reimbursed. RCI will require a new exchange fee to be paid in order to reschedule.