

An aerial photograph of a couple relaxing on a white hammock strung over a swimming pool. The man is shirtless and wearing white shorts, holding a smartphone. The woman is wearing a yellow dress and is leaning towards him. The pool has a wooden deck around it, and there are some items like a magazine and a vase on the deck. The water is clear and blue. A semi-transparent white box with a thin orange line is overlaid on the image, containing the text.

**CLUB MEMBERSHIP**  
**MANUAL AND DISCLOSURE STATEMENT**

Intertwining local chic and a vibrant, fun-filled atmosphere,  
Angsana Vacation Club brings the adventure back into travel and creates  
an exotic destination playground that promises fun and adventure for you and your loved ones.

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# WELCOME TO ANGSANA VACATION CLUB!

It is our great pleasure to welcome you to the most aspirational vacation club in south-east Asia, Angsana Vacation Club (ANVC)! ANVC is managed by Laguna Resorts & Hotels PLC., which was listed on the Stock Exchange of Thailand in 1993 and has gained a reputation as a responsible developer whose interests combine hotels and real estate with an emphasis on quality and environmental protection. We are proud to be a part of Laguna Resorts and Hotel PLC.

Your exclusive membership's annual use rights can give you the access to any global destination under the Angsana Vacation Club Collection. This includes an exquisitely-curated collection of Angsana Vacation Club's own villas and suites in Laguna Phuket, Langco. You can also access to the participated group of Angsana and Banyan Tree resorts by utilizing your annual club points. With Angsana continually expanding its portfolio of luxury villas and suites in stunning locations, you can enjoy a wide range of destination year after year.

As one of our newest Club Members, not only can you own your future holidays at today's pricing, but you can also open the door to a whole new world of leisure experiences. You and your family members can enjoy your holiday time in a multitude of distinctive luxury accommodations, at exotic resort locations within the participated Angsana Resorts and Banyan Tree Hotels portfolios worldwide.

The Club has established a trust structure under which the unencumbered ownership of the Club's Owned Accommodations is held in trust for the benefit of our Members, by an independent Trustee, so as to assure Members of uninterrupted rights of use and enjoyment of the Club's accommodations throughout the term of their membership. This Member Manual also incorporates our Product Disclosures and it explains the many benefits, obligations, risks and features of Angsana Vacation Club Membership for your ease of use.

Our professional Club Members Services team will ensure you and your guests receive unrivalled and exceptional service experiences during your every contact with the Club, and we look forward to helping you with your next vacation planning.

Welcome again to a brand new experience with Angsana Vacation Club.

Let the journey begin!

**ANVC Management**



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# WHAT IS ANGSANA VACATION CLUB?

## A LIFETIME OF DISTINCTIVE HOLIDAY EXPERIENCES

Angsana Vacation Club (ANVC) Membership allows you access to an expanding portfolio of vacation homes, located around the world. Experience the modern comforts of a private vacation home with full resort service and amenities such as award-winning spas, fine-dining, beaches, pools, fitness clubs and more...

Angsana Vacation Club is designed to provide access to the expansive hotel and resort portfolio of the Angsana Resorts and Hotels group through a private, points based vacation club concept. Members purchase tomorrow's vacations at today's prices and guarantee themselves inflation-proof holidays over periods of up to 30 years.

Angsana Vacation Club delivers multi-faceted and destination-specific experiences that are of exceptional standard and quality. Rather than having to rent your future holidays, by using your Club Points, you can stay in high quality ANVC Destinations year after year... as your Club Points replenish every year throughout the duration of the Membership.



ANGSANA  
*Vacation Club*

# OUR CORPORATE PEDIGREE

Our company began its resort development projects with the acquisition of the Laguna Phuket site in the early 1980s. The company was listed on the Stock Exchange of Thailand in 1993 and has gained a reputation as a responsible developer whose interests combine hotels and real estate with an emphasis on quality and environmental protection, having received numerous environmental and tourism related awards.

Today, Laguna Phuket is a successful integrated destination resort comprising deluxe hotels, exclusive condominiums and villas, luxury spas, a shopping village, 18-hole golf course and various recreation and leisure facilities.

## The Experience

The four hotel brands associated within the group are namely ANGSANA, BANYAN TREE, CASSIA and DHAWA and each offer distinctive experience in different locations with a unique sense of place.



Thirty years ago, our founders purchased a vast expanse of coastal land in Phuket, Thailand punctuated by lagoons of the most intense cobalt blue. Only to discover that its beauty came not from Mother Nature, but the pollution by the previous tenant, a tin mine.

Rather than walk away, they dedicated themselves to cleansing the acid-laden soil by planting more than 7,000 trees. In doing so, they transformed this ecological wasteland into the environmentally sensitive first Banyan Tree Phuket resort in 1994.

Since those beginnings, our passion and focus on the journey, discovery and the romance of travel remains at the core of our business.



YOU ARE IN  
GOOD COMPANY



## Corporate Responsibility

Immerse into a host culture, enrich your stay and return home with authentic, rewarding memories.

### Stay For Good

#### Do Well And Do Good

In our view the mission of business and the purpose of growth are to build a better society for all. We see sustainability not only in terms of the environment, but also in terms of the benefit to the communities we operate in.

This has been Banyan Tree's ethos since the company was founded and continues to be the guiding principle. We created 'Stay for Good' which encompasses our sustainability efforts and encourages our guests to get involved through a number of new initiatives. We believe we can do well and do good at the same time.





## Green Imperative Fund

### Giving Back To The Community

The Green Imperative Fund, forms part of the Stay For Good programme, which crowd sources micro-contributions from our guests during their stay with every dollar matched by Banyan Tree. Since the fund's inception in 2001, the Green Imperative Fun has raised more than US\$7 million, disbursing over US\$4.1 million in support of worthy social and environmental efforts whereby the primary beneficiary is external to Banyan Tree.



## Seedlings Mentorships

### Plant A Seed, Change A Life

Launched in 2007 to nurture young people at risk of societal exclusion, Seedlings Mentorships aims to provide young people with the motivation and means for completing their education in preparation for entering the labour force. A concerted effort to harness Banyan Tree's core competencies to support enhanced long term prosperity within communities, this two phase programme benefits the community at large by providing the next generation with educational opportunities. This in turn allows communities to break the poverty cycle as education is a strong tool for empowerment.



## Meet For Good

### A Sustainable Events Operator

As the first hotel group to achieve accreditation by EarthCheck's Responsible Meetings & Events Standard, Banyan Tree has launched its Meet for Good initiative in 2015 to support sustainable MICE services and products across its hotels and resorts. Banyan Tree is proud to announce that six hotels in five destinations have been verified by EarthCheck as passing the criteria set for the Responsible Meetings & Events Standard. With these venues accredited by EarthCheck, organisations choosing Banyan Tree or Angsana can feel confident that their responsible meetings offer a sustainable choice for both their business and the planet.



## Greening Communities Together

### World Environment Day Celebration

From 1 – 7 June all our hotels around the world commit to plant two trees per room night as a gesture of environment conservation and habit protection. You are invited to get involved and be part of this planting effort during this week each year.



## Feeding Communities Together

### World Food Day Celebration

From 12 – 18 October all our hotels and resorts around the world will support and empower communities through food. You are invited to support and serve host communities by preparing and serving meals for local community members.

# REVIEW & REWARDS



Jun 21, 2015 05:00

INSTAGRAM

#angsanaphuket



ANGSANALAGUNAPHUKET @AngsanaPhuket  
#Repost kwan\_phuket - - - Good morning  
angsana #latte #latteart #angsana  
#angsanaphuket #lagunaphuket...  
<https://t.co/n9XijAfm4s>

**“A visit to any Angsana Resort  
would not be complete without a  
visit to the spa.”**

*— Wedding & Travel,  
Singapore —*

**“Family friendly first class  
resort”**

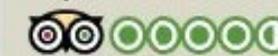
*Mr P M*

Our Awards

TOP 3 HOTELS FOR FAMILIES — THAILAND, 2014 AND  
2015



TripAdvisor Traveller Rating:



Based on 1,290 traveller reviews

5 stars	732
4 stars	375
3 stars	103
2 stars	51
1 star	29

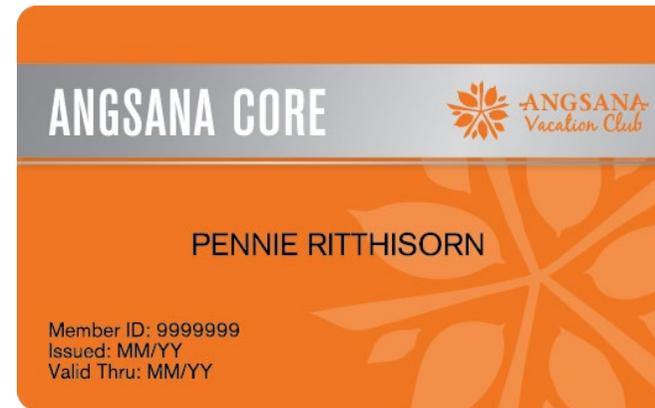
Most Recent Traveller Reviews

- 28 Dec 2015: "Super Hotel, Great Location, Wonderful Staff"
- 28 Dec 2015: "Nice resort"
- 27 Dec 2015: "More than a beautiful place"

[Read reviews »](#)



# MEMBERSHIP TIERS



## ANGSANA Lite/Core (ENTRY LEVEL)

Angsana Lite/Core Memberships are available to Club Members who meet the minimum Holdings Requirement of six thousand (6,000) Points



## ANGSANA Plus

Angsana Plus Memberships are available to Club Members who meet the minimum Holdings Requirement of twelve thousand (12,000) Points.



## ANGSANA Ultimate

Angsana Ultimate Memberships are available to Club Members who meet the minimum Holdings Requirement of twenty-four thousand (24,000) Points.

# HOW CLUB POINTS WORK

Members of the Club receive an annual allocation of Points, the Club's currency, which can be used to stay at:

## **Club Resorts**

The number of Club properties will expand with the Club's Membership numbers; the Club's trust arrangement ensures that there will always be sufficient Club accommodations to underpin the points actually issued. (More details on page 17)

## **Club Connections**

Comprising other participating resort accommodations under the expanding Angsana Resort and Banyan Tree brands in respect of which members can use their points to reserve stays. (More details on page 26)

## **Bonus Break**

Last minute deals at attractive discount prices available only to members for stays at Club Resorts. (More details on page 16)

## **Points Pay Programme**

Use Club Points to pay for items such as Spa treatments or rounds of Golf. (More details on page 16)

## **Exchange Affiliation**

Interval International as the Club's external exchange provider offers over 2,900 resort accommodation options throughout the world's most desirable locations where you can use your Club Points to exchange. (More details on page 45)



# MEMBERSHIP BENEFITS AND DISCOUNTS

Club Membership not only gives you the opportunity to own your future holidays, but also opens the door to a whole new holiday lifestyle for you and your loved ones. Whatever the destination, every getaway offers you the chance to relax, reconnect and create precious holiday memories.

Your Membership card confers several privileges such as preferential reservation discounts at luxurious Angsana and Banyan Tree Group Hotels & Resorts located in many soughtafter locations around the globe.

You can also enjoy Club Membership concessions on spa treatments and food and beverages at participating Angsana and Banyan Tree Hotel & Resort properties.



# ENJOY MEMBERSHIP PRIVILEGES YEAR AFTER YEAR



## PRIVILEGES BY MEMBERSHIP TIER

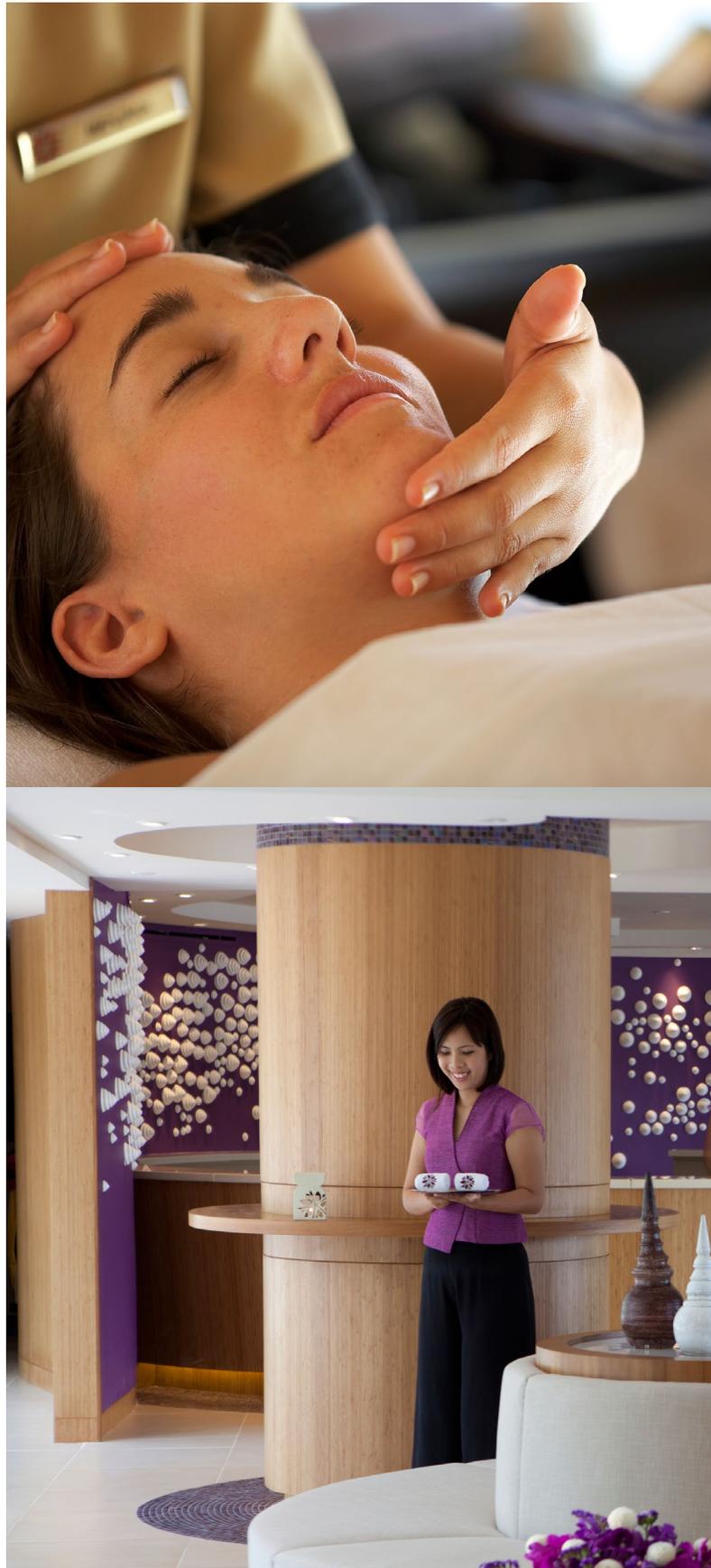
Members will receive benefits and privileges associated with the category of each membership tier in the Club as follows:

Standard Membership Privilege <sup>(1)</sup>	Angsana Lite	Angsana Core	Angsana Plus	Angsana Ultimate
Discount on Food & Beverage <sup>(3)</sup>	N/A	25%	25%	25%
Discount on Best Available Rates for group hotel accommodation <sup>(2)</sup>	N/A	30%	30%	30%
Discount on A-la-Carte Spa Menu	N/A	20%	20%	20%
Discount on Gallery merchandise <sup>(5)</sup>	N/A	20%	20%	20%
Discount on Golf Green Fees <sup>(4)</sup>	N/A	30%	30%	30%
Discount on in-house tours <sup>(6)</sup>	N/A		15%	15%
Discount on laundry	N/A			15%
Discount on airport and terminal transfers <sup>(6)</sup>	N/A			10%

### Terms & Conditions

- (1) Lower discounts may apply at certain times and locations and may be subject to change without notice
- (2) Best available rate at time of booking, blackout dates apply
- (3) Offers cannot be combined. Not applicable for In-villa dining, destination dining, mini-Bar & lounge. Discounts may not apply to festive and special occasions
- (4) Bintan, Phuket and Lang Cò only
- (5) Not applicable to consignment items
- (6) Selected destinations only

Note: Members must make a booking through Club Member Services Center in order to receive the discount on Best Available Rates for group hotel accommodations



# PRIVILEGES RELATED TO THE CLUB RESORTS

Each membership tier carries varying benefits and privileges when staying at the Club's Resorts as follows:

*Club Resorts Privilege	Angsana Lite	Angsana Core	Angsana Plus	Angsana Ultimate
Housekeeping and Room Services		✓	✓	✓
Complimentary Internet Service		✓	✓	✓
Welcome Drinks		✓	✓	✓
VIP Welcome Amenity (Fruit basket)			✓	✓
In-villa or fast-track check-in <sup>(2)</sup>			✓	✓
Early check-in / late check-out <sup>(2)</sup>			✓	✓
Club Butler services <sup>(1)</sup>				✓
Daily turndown treat <sup>(1)</sup>				✓
Complimentary in-room mini bar upon arrival <sup>(1)</sup>				✓
Priority on reservation waiting list				✓
Club Concierge and vacation planning services				✓
Loyalty treatment	Angsana Lite	Angsana Core	Angsana Plus	Angsana Ultimate
Annual gift				✓
Special event invitation (XGP-complimentary stay at newly open resort)				✓

Terms & Conditions

(1) Selected destinations only

(2) Subject to availability on day of arrival / departure

\* Subject to change without notice

## CLUB DUES

## WHAT THEY COVER AND HOW THEY ARE CALCULATED

Members are obligated to pay Annual Club Dues in each calendar year; these dues provide the “fuel” to run the Club from year to year including but not limited to staff costs, costs related to property upkeep and maintenance, utility costs, landscaping and garden maintenance, property insurance, guest and operating supplies, the operation of the Club member Services Center and its reservation and IT platforms, as well as the mandated reserve fund contributions. It includes, but is not limited to:

- Administration
- Membership Benefits
- Member Services
- Cable TV, WIFI
- Electricity
- Water
- Internal Telephone
- Common Area Maintenance
- Swimming Pool Maintenance
- Housekeeping
- Room Maintenance; replacement
- Repairs & Maintenance
- Refurbishment Reserves

The due date for the payment of the Annual Club Dues shall be 60 days before the Points Anniversary Date.



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## WHAT IS MY ANNUAL CLUB DUES?

By way of example, if the operating budget calculation indicate that the Annual Club Dues for a specific year will be based upon a cost per point owned equivalent to \$0.0673, then a Club Member holding 6,000 points would have to pay Annual Club Dues of USD \$403.80

Annual Club Dues may vary from year to year, however the Club Manager will endeavour to ensure that any annual increase does not exceed five percent (5%) per year.

# MEMBERSHIP “POINTS PAY” PROGRAMME

Eligible Club Members receive the additional benefit of using Points for the “Points Pay” Programme enabling them to use their Club Points to pay for items such as Spa treatments and rounds of Golf.



To booking the Points Pay items, kindly contact Club Member Service Center to check for the Points Pay rates for the available Programme. Please note that the booking is subject to the individual operator’s terms and conditions, booking rules and regulations and availability. Accelerated points are not allow to use for POINTS PAY programme.



## BONUS BREAKS

Bonus Breaks are available to Club Members and are perfect for additional and especially short stay holidays, without the need to use your Club Points. Bonus Breaks are like standby rates available at short notice at Club Resorts and are subject to availability.

Bonus Breaks offer fantastic savings on additional accommodation stays and can be booked for family or friends also. Bonus Breaks are not available for bookings through Club Connections and Exchange Programme.

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## CLUB DESTINATIONS

The location of Club Destinations ensures that members are provided with an attractive mix of drive-to, national/ international attractions and exotic holiday destinations. The Club offers its members a wide range of accommodation configuration options, from Deluxe room to Two-bedroom apartments, from Suite to Loft styles. What also differentiates the Club is our commitment to maintaining the Club Destinations to a high standard so you can enjoy beautiful and quality accommodation in every holiday.

This section identifies all current Club Destinations available to members including complete details of all amenities and room layout; it can also be viewed on [www.angsanavacationclub.com](http://www.angsanavacationclub.com)

## CLUB RESORTS PORTFOLIO

Club Resorts refer to the accommodations owned by ANVC and ANVC allocates a portion of your annual dues to a reserve fund in order to address periodic maintenance and refurbishment of these units. Members will have access not only to the list of existing accommodations presented below, but also any new properties that may be added to the Club in the future. Present Club Resorts' units include the following:

Location	Brand	Room Type	No. Bedroom	Maximum Capacity	Room size	Unit No.
Phuket / Thailand	Angsana	Loft	1	2	88 sqm	1413
	Angsana	Loft	2	4	139 sqm	1102
	Cassia	Suite	1	2	52 sqm	314
	Cassia	Suite	2	4	86 sqm	238
	LHCR	Suite	1	4	78sqm	7106
	LHCR	Suite	2	6	113sqm	7107-7108
Bintan / Indonesia	Cassia	Loft	1	2	41sqm	4410

Note: Breakfast is not included.

# ANGSANA LAGUNA PHUKET

## ONE-BEDROOM LOFT



*“Create unforgettable moments in this double heighted loft”*

Walk into this loft with its double height ceilings. Each loft hovers above the lagoon and gives you and your special someone incredible overwater views. The split-level loft features a living area with playfully artistic touches on the first level and a comfortably spaced bedroom with ensuite bathroom on the second. The Angsana One-Bedroom Loft comes with a king-sized bed and caters specially to couples.

UNIT# 1413 / floor G

### ROOM INFO

Type: Loft  
Capacity: 2  
Beds: King  
Room Size: 88sqm

### BED AND BATH

Outdoor soaking tub  
Bathrobes & slippers  
Hairdryer

### LEISURE FACILITIES

40” LCD TV  
Wi-Fi Internet access  
IDD telephone  
Audio system

### OTHER SERVICES

Coffee / tea making-facilities  
Writing desk  
Electronic safe  
Air-conditioning  
Ceiling fan



**LINK**

<http://www.angsanavacationclub.com/angsana-laguna-phuket/>

# Laguna Holiday Club Phuket Resort (LHCR)

## ONE-BEDROOM SUITE



### *“Home sweet home @ Our Home Resort”*

Laguna Holiday Club Phuket Resort is centrally located amid the tropical surrounds of Laguna Phuket overlooking the Golf Club’s scenic fairways and lagoon.

All suites feature separate living and dining areas, convenient kitchens and luxurious furnishings.

#### **ROOM INFO**

Type: Villa  
Capacity: 4  
Beds: King  
Room Size: 78 sqm

#### **BED AND BATH**

King Size Bed  
Bathtub and Shower  
Hair dryer

#### **LEISURE FACILITIES**

LCD TV, Video/Audio system  
Wi-Fi Internet access  
IDD Telephone

#### **OTHER SERVICES**

One Bedroom  
One Bathroom  
Living Area  
Dining Area  
Kitchen  
Balcony

**LINK**

<http://www.angsanavacationclub.com/angsana-laguna-phuket/>

# Laguna Holiday Club Phuket Resort (LHCR)

## TWO-BEDROOM SUITE



### *“Home sweet home @ Our Home Resort”*

Laguna Holiday Club Phuket Resort is centrally located amid the tropical surrounds of Laguna Phuket overlooking the Golf Club’s scenic fairways and lagoon.

All suites feature separate living and dining areas, convenient kitchens and luxurious furnishings.

#### **ROOM INFO**

Type: Villa  
Capacity: 6  
Beds: King & Twin  
Room Size: 113 sqm

#### **BED AND BATH**

King Size & Twin  
Two-Bathroom  
Bathtub and Shower  
Hair dryer

#### **LEISURE FACILITIES**

LCD TV, Video/Audio system  
Wi-Fi Internet access  
IDD Telephone

#### **OTHER SERVICES**

Two Bedroom  
Two Bathroom  
Living Area  
Dining Area  
Kitchen  
Balcony

**LINK**

<http://www.angsanavacationclub.com/angsana-laguna-phuket/>

# CASSIA BINTAN

## ONE-BEDROOM LOFT



*“Your stay. Your way.”*

One-Bedroom loft feature a master bedroom with a separate living area. Every inch of the floor space was designed for maximum usage – a compact but efficiently laid-out pantry, a dining area, a living room; all flowing into one another to form a generous integrated space.

### ROOM INFO

Type: Loft  
Capacity: 2  
Beds: King bed  
Room Size: 41 sqm

### BED AND BATH

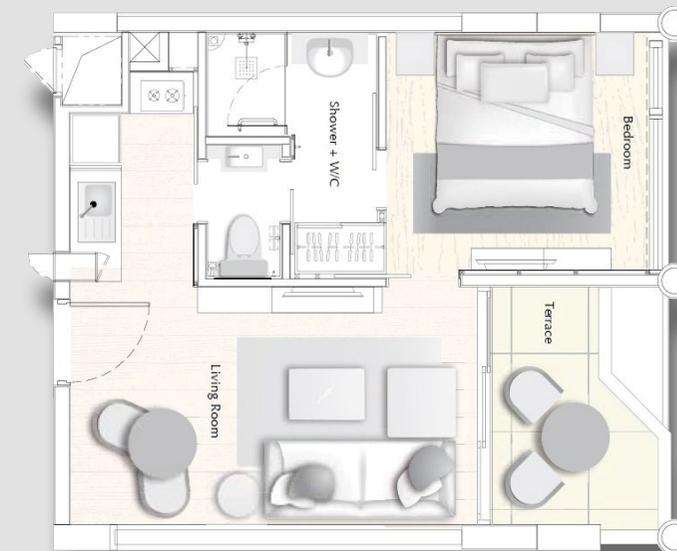
One bedroom  
Bathroom with Rain  
Shower

### LEISURE FACILITIES

LCD TV  
Wi-Fi Internet access

### OTHER SERVICES

Right on the beach  
Efficiently laid-out  
pantry  
A dining area  
A living room



**LINK**

<http://www.angsanavacationclub.com/cassia-phuket/>

# ANGSANA LAGUNA PHUKET

## TWO-BEDROOM LOFT



*“Dine al fresco on your rooftop patio and watch the clouds spin lazily by”*

Have dinner under cloudy skies on the rooftop patio. Explore the loft’s three spacious levels, climb up to the patio to watch the lagoon waters shift with the breeze, and rest in the double-height comfort of a vast living area. Each Angsana Two-Bedroom Loft is 139 square metres. The room has one master bedroom with a king-sized bed and a second bedroom with twin beds.

UNIT# 1102 / floor G

### ROOM INFO

Type: Loft  
Capacity: 4  
Beds: King & Twin  
Room Size: 139sqm

### BED AND BATH

Sunken bathtub  
Bathrobes & slippers  
Hairdryer

### LEISURE FACILITIES

40” LCD TV  
Wi-Fi Internet access  
IDD telephone  
Audio system

### OTHER SERVICES

Coffee / tea -  
making facilities  
Writing desk  
Electronic safe  
Air conditioning  
Ceiling fan  
Rooftop patio



**LINK**

<http://www.angsanavacationclub.com/angsana-laguna-phuket/>

# CASSIA PHUKET

## ONE-BEDROOM SUITE



*“Your stay. Your way.”*

All the modern comforts await – plush king-sized bed, snazzy living room, fantabulous kitchen... and gorgeous water views to enjoy with your morning cuppa by your balcony.

UNIT# 314 / floor 3rd

### ROOM INFO

Type: Suite  
Capacity: 2  
Beds: King  
Room Size: 52sqm

### BED AND BATH

King bed  
Bathroom with-  
Rain Shower

### LEISURE FACILITIES

IPTV  
Wi-Fi Internet access

### OTHER SERVICES

Balcony  
Fully-equipped Kitchen  
Refrigerator & Microwave  
Safe



**LINK**

<http://www.angsanavacationclub.com/cassia-phuket/>

# CASSIA PHUKET

## TWO-BEDROOM SUITE



### *“Your stay. Your way.”*

Come one, come all. Check in with your pals and stay happy in our Two-Bedroom Apartment with a king-sized bed and two adjacent single beds. Check out your living room splashed with colour and life and a kitchen that doesn't just look pretty- it's so well-equipped, it'll make any chef grin.

UNIT# 238 / floor 3rd

#### ROOM INFO

Type: Suite  
Capacity: 4  
Beds: King & Twin  
Room Size: 86sqm

#### BED AND BATH

King & Twin beds  
Bathroom with -  
Rain Shower

#### LEISURE FACILITIES

IPTV  
Wi-Fi Internet access

#### OTHER SERVICES

Balcony  
Fully-equipped Kitchen  
Refrigerator & Microwave  
Safe



**LINK**

<http://www.angsanavacationclub.com/cassia-phuket/>

# CLUB CONNECTIONS

In our quest to offer more destination choices for Members, ANVC has acquired the use of some of the group brand resorts under the Club Connections Programme. The Club Connections are not owned by ANVC but are instead provided on contractual basis.

Eligible Club Members are able to use Club Points to pay for the Club Connections subject to their membership tier and terms specified in the Club reservation procedure rules and regulations. Some resorts allow additional guests to share the room, however additional charges may apply and Club Member Services will advise these costs at the time of booking.

## CLUB CONNECTIONS PORTFOLIO

Location	Brand
Maldives*	Angsana Ihuru
Morocco	Angsana Riads
Laos	Angsana Maison Souvannaphoum
Lang Co / Vietnam	Angsana Lang Co
Bintan / Indonesia	Angsana Bintan
China	Banyan Tree Ringha
	Banyan Tree Yangshuo
	Banyan Tree Lijiang
	Banyan Tree Huangshan
Thailand / Phuket	Banyan Tree Phuket
Thailand / Bangkok	Banyan Tree Bangkok
Seychelles	Banyan Tree Seychelles

\* Eligible for Angsana Plus and Ultimate tier only

Blackout dates apply to the participated Club Connection resort and the resorts reserve the right to decline booking requests at its sole discretion. The Club Connections destinations may change, add or remove from time to time by evaluating the usage demand trend annually. Breakfast is not included.



# ANGSANA IHURU

*“Live a beachfront fairytale overlooking the brilliant Indian Ocean”*



**LINK**  
<http://www.angsanavacationclub.com/angsana-ihuru/>

# ANGSANA RIADS

*“Feel the olden ways of ancient Moroccan culture in a modern resort room”*



**LINK**  
<http://www.angsanavacationclub.com/angsana-riads-collection-marrakech-morocco/>

# MAISON SOUVANNAPHOUM

*“Experience the novelty of life from a queen’s point of view”*



LINK

<http://www.angsanavacationclub.com/angana-maison-souvannaphoum/>

# ANSANA LĂNG CÔ, CENTRAL VIETNAM

*“Wake up to the view of Truong Son Mountain Range on one side and sea on the other”*



LINK

<http://www.angsanavacationclub.com/angsanalangco/>

# ANGSANA BINTAN

*“Step onto a tropical island getaway. Saunter down the beach. Sit by your balcony and watch the brilliant sunsets.”*



[LINK  
http://www.angsanavacationclub.com/angsana-bintan/](http://www.angsanavacationclub.com/angsana-bintan/)

# BANYAN TREE RINGHA

*“Step into a fairytale abode and be transported to a simpler time and place”*



**LINK**  
<http://www.angsanavacationclub.com/banyan-tree-ringha/>

# BANYAN TREE YANGSHUO

*“A quiet stillness in floral nature interweaves dreamy respite”*



**LINK**  
<http://www.angsanavacationclub.com/banyan-tree-yangshuo/>

# BANYAN TREE LIJIANG

*“Where glowing colours of russet and gold tumble across a glorious villa in effortless harmony”*



**LINK**  
<http://www.angsanavacationclub.com/banyan-tree-lijiang/>

# BANYAN TREE PHUKET

*“Where peace touches communal sanctuary hidden within the tropics”*



**LINK**  
<http://www.angsanavacationclub.com/banyan-tree-phuket/>

# BANYAN TREE BANGKOK

*“Absorb breathtaking skylines and magnificent cityscapes while reclining in hushed privacy”*



**LINK**  
<http://www.angsanavacationclub.com/banyan-tree-bangkok/>

# BANYAN TREE SEYCHELLES

*“A haven nestled away amongst the fullness of verdant forest life”*



**LINK**  
<http://www.angsanavacationclub.com/banyan-tree-seychelles/>

# BANYAN TREE HUANGSHAN

*“Enjoy breathtaking mountain views”*



**LINK**  
<http://www.angsanavacationclub.com/banyan-tree-huangshan/>

# RESERVATION RULES

The minimum length of stay is 2 nights for each booking. As a part of the procedure to prioritize the booking for the different membership tiers and to govern the control on the occupancy level, the table set out below are the booking reservation windows to help you understand easily how to plan your next holiday.

## BOOKING WINDOW

Tiers	Club Resort Accommodations	Club Connection Accommodations	Bonus Break
Angsana Lite/Core	Up to 9 months in advance	Up to 60 days in advance	Up to 60 days in advance
Angsana Plus	Up to 12 months in advance		
Angsana Ultimate	Up to 18 months in advance	Up to 90 days in advance	

## USAGE RESTRICTIONS

Tiers	Club Resorts	Club Connections	Weekend only booking per annum
Angsana Lite/Core	Up to 1 week or 7 nights stay per single destination per booking	Up to 7 nights per Use Year Up to 2 units per Use Time Not entitled to book Angsana Ihuru, Maldives	One time per Use Year
Angsana Plus	Up to 10 nights stay per single destination per booking	Up to 10 nights per Use Year Up to 2 units per Use Time	Two times per Use Year
Angsana Ultimate	Up to 2 weeks or 14 nights stay per single destination per booking	Up 14 nights per Use Year Up to 2 units per Use Time	Three times per Use Year

Note: Angsana Lite Members cannot access to Club Connections or Bonus Breaks.

# CANCELLATION POLICIES

**For the reservation that is confirmed more than 30 days prior to check-in date:**

Notification of Cancellation	Penalty
Cancellation that is received 30 days or more prior to check-in date	100% usage of points returned
Cancellation that is received less than 30 days prior to check-in date	100% usage of points forfeited

**For the reservation that is confirmed by 30 days or less prior to check-in date:**

Notification of Cancellation	Penalty
Cancellation that is received within 48 hours of the reservation	100% usage of points returned
Cancellation that is received later than 48 hours of the reservation	100% usage of points forfeited

For reservation that involves payment to hotel, the booking cancellation is subject to any applicable hotel booking policies which will be notified during the reservation confirmation process.

The same cancellation policies apply for Bonus Break reservation, and there is a 48 hours waiting period between a cancellation and a new reservation if a Club Member cancels a Club Points reservation and requests a reservation for the same or part of the Use Period as a Bonus Break reservation.

For more information, please refer to the Club Reservation Procedure and Rules and Guidelines from page 47 outlined in Appendix A .

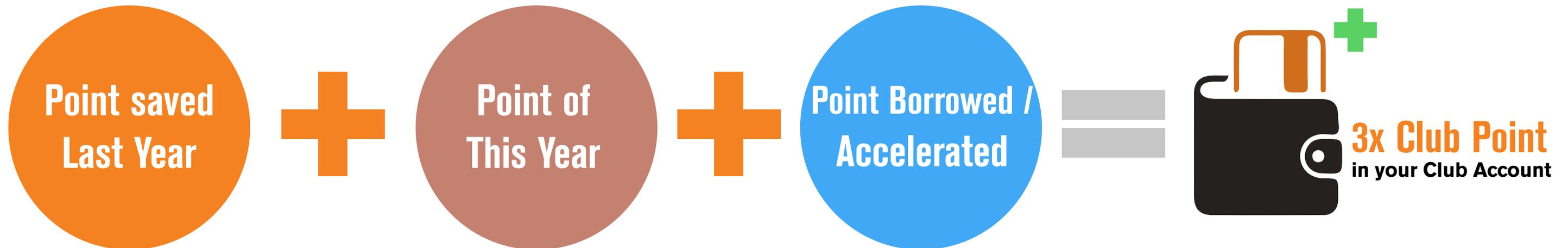
# POINT VALUES

## The Daily Point Values

Each Club Destination Unit is assigned a Daily Point Values, which sets out the number of Points required for each night that a Club Member wishes to stay in that Club Destinations. The Daily Point Values for each Club unit depends upon a number of factors, which may include the day of the week, the time of year, the resort location, number of bedrooms in the Club Unit and demand for reservations at that Club Property among Club Members.

Any unused Club Points of the entitlement year are automatically saved and carried over for use in the following year, and expire at the Club Points Anniversary Date, this helps extend the members holiday time to the following year. Additionally, members can also borrow the Club Points for the upcoming year to extend their holiday in the current year, subject to Club Reservations procedures rules and the settlement of the subsequent year club due requirements.

With potentially three years of Club Points available, you could travel for an extended holiday with the Club or use any of Exchange Programme opportunities to travel the world. The choice is yours and it's easy!

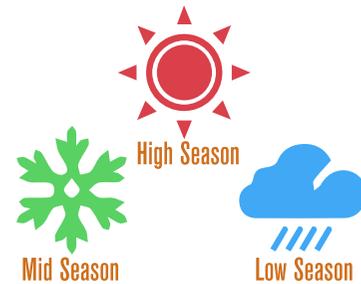


## UNDERSTANDING THE POINTS TABLES

When planning your holidays, it is important to remember that the number of Points required to book a particular Club Accommodation within a specific resort will be determined by the factors identified in 1, 2, 3 and 4 below.



1. RESORT DESTINATION



2. TIME OF THE YEAR



3. ROOM TYPE



4. DAY OF THE WEEK

## POINTS UTILISATION TABLE IN CLUB RESORTS

Angsana Phuket				
1 BR (Sleeps 2)	Mon-Thu	Fri-Sat	Sun	Total
Low	750	1,250	900	6,400
Mid	950	1,650	1,200	8,300
High	1,450	2,550	1,800	12,700
Peak	2,350	4,100	2,900	20,500

Angsana Phuket				
2 BR (Sleeps 4)	Mon-Thu	Fri-Sat	Sun	Total
Low	1,000	1,750	1,250	8,750
Mid	1,300	2,300	1,650	11,450
High	2,000	3,550	2,500	17,600
Peak	3,250	5,650	4,050	28,350

LHCR				
1 BR (Sleeps 4)	Mon-Thu	Fri-Sat	Sun	Total
Low	550	950	700	4,800
Mid	700	1,250	900	6,200
High	1,100	1,900	1,350	9,550
Peak	1,750	3,000	2,150	15,150

LHCR				
2 BR (Sleeps 6)	Mon-Thu	Fri-Sat	Sun	Total
Low	750	1,350	950	6,650
Mid	1,000	1,750	1,250	8,750
High	1,500	2,650	1,900	13,200
Peak	2,450	4,250	3,050	21,350

Cassia Phuket				
1 BR (Sleeps 2)	Mon-Thu	Fri-Sat	Sun	Total
Low	500	900	650	4,450
Mid	700	1,200	850	6,050
High	1,050	1,800	1,300	9,100
Peak	1,650	2,900	2,100	14,500

Cassia Phuket				
2 BR (Sleeps 4)	Mon-Thu	Fri-Sat	Sun	Total
Low	700	1,250	900	6,200
Mid	950	1,650	1,150	8,250
High	1,450	2,500	1,800	12,600
Peak	2,300	4,050	2,900	20,200

Cassia Bintan				
1 BR (Sleeps 2)	Mon-Thu	Fri-Sat	Sun	Total
Low	500	900	650	4,450
Mid	700	1,200	850	6,050
High	1,050	1,800	1,300	9,100
Peak	1,650	2,900	2,100	14,500

# STEP TO CALCULATE ANVC POINTS FOR CLUB CONNECTIONS

Point use for club connection will base on the Best Available Rate (BAR) as shown in the hotel brand website at the time of booking, member can refer to the BAR for the required room type on the specific check in date, and to input the BAR (after tax) into the online calculator at the member login area to calculate the total points required for that booking.

## Step 1: Search for your vacation

- Select the Club Connections destinations you are looking for by browsing the hotel website at banyantree.com or angसानa.com
- Choose the preferred room type and period to find out the Best Available Rate (BAR).

**Best Available Rate**

Enjoy our best available rate inclusive of breakfast for 2 persons

[More about this Rate](#)

**HIDE AVAILABLE ROOMS**

THB 28,200.00 / Night  
Including Taxes & Fees

**BOOK NOW**  
15% OF ROOM RATE CREDIT

**SIGNATURE TWO BEDROOM POOL VILLA**

- ❖ 350sqm
- ❖ Garden view
- ❖ Wifi

[Read more](#)

**SELECT**

THB 28,200.00 / Night  
Including Taxes & Fees

[View Price Breakdown](#)

## Step 2: Use Online Points Calculator assistance

- Browse online at www.Angsanavacationclub.com, login to Member Area and select “Points Calculator”.
- Input “Best Available Rate (BAR) as shown on step 1 , then click “Calculate Point”.
- The number of points required will be automatically calculated and displayed for your reference.

**POINTS CALCULATOR**

Please make use of this Points Calculator to calculate an estimation of the amount of points you will spend during a selected period at one of our home resorts  
**Note:** Use of this Points Calculator serves as an estimation tool only. Dates selected are subject to availability when making a reservation.  
 All fields marked with an asterisk (\*) are required

**BOOKING TYPE**

Club Resort  Club Connections

**BOOKING PARTICULARS**

Resort Location: Banyan Tree Bangkok  
 Room Type: 2 Bedroom Suite  
 Check In Date: 2017-10-25  
 Check Out Date: 2017-10-28  
 Number of Night: 3  
 Best Available Rate (BAR): 28,000

**Calculated Points**

Your Contract Number: ANVC/P/999999  
 Resort: Banyan Tree Phuket  
 Room Type: Signature 2 Bedroom Pool Villa  
 Check In Date: Wednesday 25th of October 2017  
 Check Out Date: Saturday 28th of October 2017  
 No. of Nights: 3

Date:	Season:	Rate Type:	Point Value:
Wed 25-Oct-2017	Red	Weekday	2,200
Thu 26-Oct-2017	Red	Weekday	2,200
Fri 27-Oct-2017	Red	Weekend	2,200
Total Points:			6,600
Your Current Points:			7,000
Balance Remaining:			400

**Calculate Point**

**Close**

Note:

- \* Total number of points required for the booking may change following the fluctuated room charge operated by the hotel booking system, Club Member Services will confirm the total number of points use at the time of confirmation.
- \* Please check with Club Member Services for the confirmation of the total number of points use upon booking confirmation.

# SEASONALITY CHART

The seasonality for each Club Destinations is reviewed annually and, when necessary, updated to ensure that the data accurately reflects current demand for such accommodation by the ANVC members. Thus, seasonality dates vary in different years and in different locations within the Club Destinations. Please check the dates with the Club Member Service Center or refer to the latest seasonality chart on the members login area on the website to identify the specific Season and period for Club Resorts.

## CLUB RESORTS

Name of Property	Location		Month of Year											
	Area/City	Country	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Angsana	Laguna Phuket	Thailand	P1 H	P2 H H H	P3 H H M	L L L	M M M	L L	P4 M M H H	P5				
Cassia	Laguna Phuket	Thailand	P1 H	P2 H H H	P3 H H M	L L L	M M M	L L	P4 M M H H	P5				
Laguna Holliday Club Resort	Laguna Phuket	Thailand	P1 H	P2 H H H	P3 H M M	L L L	M M M	L L	P4 M M H H	P5				
Cassia	Bintan	Indonesia	P1 L	P2 M M M	P3 H H H H H H H H	M M	P4 L L L	H	P5					

## 2018 SEASONALITY TABLE FOR CLUB RESORTS

Club Resorts Properties	Property / Destination	High Season Start - End	Mid Season Start - End	Low Season Start - End	Peak Season Start - End
	Cassia Phuket	06 Jan – 10 Feb 17 Feb – 31 Mar 07 Apr – 05 May 17 Nov – 22 Dec	05 May – 02 Jun 14 Jul – 01 Sep 06 Oct – 17 Nov	02 Jun – 14 Jul 01 Sep – 29 Sep	30 Dec, 17 – 06 Jan, 18 10 Feb – 17 Feb 31 Mar – 07 Apr 29 Sep – 06 Oct 22 Dec, 18 – 05 Jan, 19
	Angsana Phuket	06 Jan – 10 Feb 17 Feb – 31 Mar 07 Apr – 05 May 17 Nov – 22 Dec	05 May – 02 Jun 14 Jul – 01 Sep 06 Oct – 17 Nov	02 Jun – 14 Jul 01 Sep – 29 Sep	
	Laguna Holiday Club Resort Phuket	06 Jan – 10 Feb 17 Feb – 31 Mar 07 Apr – 05 May 17 Nov – 22 Dec	05 May – 02 Jun 14 Jul – 01 Sep 06 Oct – 17 Nov	02 Jun – 14 Jul 01 Sep – 29 Sep	
	Cassia Bintan	07 Apr – 01 Sep 24 Nov – 22 Dec	17 Feb – 31 Mar 01 Sep – 29 Sep	06 Jan – 10 Feb 06 Oct – 24 Nov	

Note:  
 \* Peak Season weeks: Christmas, New Year, Chinese New Year, Easter, CH-Golden Week  
 \*\*Seasonality dates vary in each year and are subject to change as per club discretion



As a new ANVC members, you will receive a free enrollment for Interval International membership as follows:

- **Angsana Ultimate**  
2 years Platinum membership
- **Angsana Plus**  
2 years Platinum membership
- **Angsana Core**  
2 years Gold membership

**Address**

Interval International Singapore (Pte) Ltd.  
1 Finlayson Green #19-00 Singapore 049246

**Telephone**

Tel: +65 6318 2510  
Fax: +65 6318 2512

**Exchange Services**

Tel: +65 6318 2500  
Fax: +65 6318 2511

\*\*ANVC has no control over II exchange confirmation  
\*\*\* Please download the Exchange Points Table from ANVC Member Area.

## GLOBAL EXCHANGE PROGRAMME

ANVC membership enables access to luxury exchange accommodation worldwide with a selection of 2,900 resorts located in over 90 countries. A world of possibilities awaits to surprise ANVC members worldwide, with properties currently under development in many new destinations.



Interval International is a leading global holiday exchange company which allows participants in points Programmes and timeshare Programmes, who are enrolled in its exchange Programme known as the Interval International Exchange Programme, to exchange their holiday use rights for occupancy in different locations on a space-available basis in accordance with the terms and conditions of the Interval International Exchange Programme. Interval International, Inc. (“Interval”) of Miami, Florida, USA has agreed to provide its exchange Programme (the “Interval Exchange Programme”) to Club Members.

Under this Programme, Club Members may exchange their Usage Rights for stays at properties affiliated with Interval in different parts of the world. Interval is an independently operated exchange company. All exchanges to any other Interval affiliated property, are arranged through Interval. The procedures for exchanging, costs and other features of the exchange Programme are more fully described in separate materials distributed by Interval.

The exchange fee per week confirmed is US\$129 for Asia, and US\$189 for international plus any applicable tax and must be paid at the time an exchange request is made.

The ShortStay Exchange fee per confirmation are as follows:

Duration of Stay	Call Center Transaction	Online Transaction
1 night	US\$ 149	US\$ 129
2 nights	US\$ 159	US\$ 139
3-4 nights	US\$ 169	US\$ 149
5-6 nights	US\$ 179	US\$ 159

Note: All fees may be increased from time to time by Interval International, at its sole discretion.  
For complete details of individual Interval membership and exchange, please consult Interval International.

# STAY IN CONTACT WITH US



As a new member, you will be given a new user ID and password upon receiving your membership card for accessing to your online account.

Please login to the members area at [www.angsanavacationclub.com](http://www.angsanavacationclub.com) and change your password during your first time login to protect your account safety.

The members area is a one-stop resource center, with information ranging from e-news and important notices to latest promotions and discounts; review your points summary & check availability in real time.

The 24/7 accessibility to your account information is readily available upon your log in.

## Making Reservation

Booking request can be made at the following channels:

Online booking on

- <http://member.angsanavacationclub.com/booking/>
- In writing via e-mail to [ANVC@Club-memberservices.com](mailto:ANVC@Club-memberservices.com)
- In writing (via facsimile) or in person at the Club Member Services Contact Centre at:

**7th Floor, Thai Wah Tower 1, 21/15 South Sathorn Road, Bangkok, Thailand**

## Club Member Services Center

Our Club Member Services representatives are available for assisting you from Monday to Friday (except Thai public holidays), 9:30 a.m. and 5:30 p.m. They can be contacted at:

### Call Center Thailand

Tel: +66 (0) 2 6904994

Fax: +66 (0) 2 6904998

### Toll Free services

Hong Kong 301-8-4993

Singapore 316-3-1882

Australia 1-800-201-449

USA 1-800-694-7325

China 400-8423-325

### Email us

General Inquires / Booking : [ANVC@Club-memberservices.com](mailto:ANVC@Club-memberservices.com)

Exchange / Deposit request : [Exchange@Club-memberservices.com](mailto:Exchange@Club-memberservices.com)



ANGSANA  
*Vacation Club*

**APPENDIX A:  
CLUB RESERVATION PROCEDURES  
RULES and GUIDELINES**

# CLUB RESERVATION PROCEDURES - RULES and GUIDELINES

Certain rules and guidelines [**“the Reservation Rules”**] relating to reservation procedures within Angsana Vacation Club have been established so as to allow all members to have an equal and fair opportunity to use all Club Accommodations.

Some limits will apply on what types of stay a member can book within the various membership tiers and time periods. These regulations are incorporated by reference into the Membership agreement and shall be read and construed accordingly.

The reservation rules can also be downloaded from the member login section in the website. The Club reserves the right to amend, revise or change the reservation rules from time to time.

The Club will deliver notice of any amendment to each member at his or her last known mailing address. Notice of amendments may also be made by E-newsletter via electronic group mail, as well as on our website.

## 1. RESERVATION PROCEDURE, AND PRIORITIES

### 1.1. When and how to make a reservation

(a) The earliest that a member may make a reservation is subject to the stipulated reservation priority of each membership tier as indicated below:

Tiers	Club Resort Accommodations	Club Connection Accommodations	Bonus Break
Angsana Lite/Core	Up to 9 months in advance	Up to 60 days in advance	Up to 60 days in advance
Angsana Plus	Up to 12 months in advance		
Angsana Ultimate	Up to 18 months in advance	Up to 90 days in advance	

(b) All reservation requests must be submitted in writing to the Member Services Office (the “Club Member Services Center”) and will be processed and confirmed on a first-come, first-served basis, subject to availability.

(c) Booking request can be made at the following channels:

i. In writing via e-mail to [ANVC@Club-memberservices.com](mailto:ANVC@Club-memberservices.com)

ii. Online booking on <http://member.angsanavacationclub.com/booking/>

iii. In writing (via facsimile) or in person at the Club Member Services Center at the following contact details or as updated from time to time:

## Club Member Services Center

### Contacts

Tel: +66 (0) 2690 4994 (Thailand)

Fax: +66 (0) 2690 4998 (Thailand)

### International Toll Free number

Hong Kong 301-8-4993

Singapore 316-3-1882

Australia 1-800-201-449

USA 1-800-694-7325

China 400-8423-325

### Email

[ANVC@Club-memberservices.com](mailto:ANVC@Club-memberservices.com)

### Address

7th floor, Thai Wah Tower 1, 21/15 South Sathorn Road, Thungmahamek, Sathorn, Bangkok 10120, Thailand

(d) It is recommended that a reservation request should include at least three choices of intended use periods or destinations.

(e) If none of the three (3) choices requested by a member can be confirmed due to lack of availability, the member shall be notified and will be offered alternate available use periods or locations.

(f) The member may request to place a tentative reservation prior to confirmation. However, it should be noted that the Club Member Services Center will not hold a tentative reservation for more than 3 days from the date the reservation is requested.

(g) A reservation request will be deemed confirmed when the Club Member Services Center has sent the member a confirmation letter via facsimile or email or registered mail. In any circumstance, once a reservation request is confirmed, the points are deemed used.

(h) Angsana Lite Members cannot access to Club Connections or Bonus Breaks.

## 1.2 Qualification to make reservations

- (a) All reservations shall be subject to the member being current in the payment of all fees, Annual Dues and monies due on the accounts of the Club provided that at least 20% of the joining fees have also been paid up or 100% of the fees for purchasing additional points.
- (b) In the event the Club has not yet assessed the Annual Dues payable by the member, and the member would like to make a reservation in the following Use Year, the member shall be required to remit to the Club an amount equal to the estimated Annual Dues as determined by the Club for that particular Use Year.
- (c) In order to reserve Club Accommodations, the member must have a sufficient Club Points balance in his or her Club Points account so as to be able make the desired reservation.

## 1.3 Seasonality and Blackout dates

- (a) Seasonality dates may vary in different years and in different locations within the Club Accommodations. Please check the dates with the Club Member Services Center or refer to the latest seasonality chart to identify the specific Season and period for Club Resorts Accommodations. Blackout dates apply to the Club Connection resort locations. These participating resorts within Club Connections reserve the right to decline booking requests at their sole and absolute discretion.

## 1.4 Wait List Restrictions

- (a) The Club may maintain Wait Lists for members who wish to make reservations for Club Resorts which are unavailable at the time of lodging a reservation request. Wait List confirmations will be processed when cancellations of confirmed reservations are received by the Club Member Services Center.
- (b) Wait Lists are subject to the following provisions:
  - i. Wait List requests shall be handled in the order in which they are received and will be confirmed on a first-in-first-out basis. Each member may have only one active request on any Wait List at any point in time.
  - ii. The Club shall have the right to shorten or extend Wait List periods from time to time.
  - iii. The Club may limit the numbers on, and duration of, a particular Wait List in order to minimize member expectations and maximize satisfaction levels.
  - iv. Ultimate tier membership will have priority on any wait list.

## 1.5 Limitation on reservations

- (a) The table below outlines the maximum length of stay in respect of each Membership tier in Club Resorts Accommodations and Club Connections properties subject to the booking reservation window specified in clause 1.1.a.

Tiers	Club Resorts	Club Connections	Weekend only booking per annum
Angsana Lite/Core	Up to 1 week or 7 nights stay per single destination per booking	Up to 7 nights per Use Year Up to 2 units per Use Time Not entitled to book Angsana Ihuru, Maldives	One time per Use Year
Angsana Plus	Up to 10 nights stay per single destination per booking	Up to 10 nights per Use Year Up to 2 units per Use Time	Two times per Use Year
Angsana Ultimate	Up to 2 weeks or 14 nights stay per single destination per booking	Up 14 nights per Use Year Up to 2 units per Use Time	Three times per Use Year

Note: Angsana Lite Members cannot access to Club Connections or Bonus Breaks.

- (b) There are no restriction on number of nights stay, per single destination, per booking, reserved ninety (90) days or less to check-in at Club Resorts only.
- (c) Weekend Only Reservation - A **Weekend Only Reservation** means a two-night, Friday and Saturday, reservation. Members may have and use as many reservations as possible by reference to the number of Club Points owned but can have only a certain number of **Weekend Only Reservations** at a time, according to their Membership tier as per the above limitations.
- (d) Angsana Lite Members cannot access to Club Connections or Bonus Breaks

## 1.6 Confirmation

- (a) Confirmation of all reservations will be mailed, emailed or faxed to members by the Club Member Services Center. However, when time is limited, confirmation will be made by telephone followed by a formal written confirmation
- (b) Reservation requests which cannot be confirmed due to lack of availability in the requested location shall not be cause for any complaint or claim relating to the members inability to make a reservation.
- (c) A member may be prevented from securing a confirmed reservation if a unit of the same type as that requested by a Member is not available for use at the time sought, because that specific time was previously reserved for regular use by other members.
- (d) A member's reservation request will not be confirmed, nor will occupancy of an assigned unit be permitted, if the member is not in Good Standing.
- (e) Member's credit card details may require during the booking confirmation process and upon the check in registration procedure.

# 2. CANCELLATIONS AND NO-SHOWS

- 2.1 100% of Member’s Entitlement or payment for the entire period of the reservation shall be deducted in the event of a “No Show”
- 2.2 Members who are not able to check-in on the first day of the reservation period must notify the Club Member Services Center or the applicable Club location’s check-in desk, in advance of their late arrival, otherwise they risk losing their reserved Club Accommodation and counting as a “No Show” or amendment of stay.
- 2.3 All communication and instructions from a member relating to their Club Reservations, including any amendment to or cancellation thereof, must be received in writing by the Club Member Services Center
- 2.4 Cancellations and amendments of confirmed bookings:

**For the reservation that is confirmed more than 30 days prior to check-in date:**

**For the reservation that is confirmed by 30 days or less prior to check-in date:**

Notification of Cancellation	Penalty
Cancellation that is received 30 days or more prior to check-in date.	100% usage of points returned
Cancellation that is received less than 30 days prior to check-in date	100% usage of points forfeited

Notification of Cancellation	Penalty
Cancellation that is received within 48 hours of the reservation	100% usage of points returned
Cancellation that is received later than 48 hours of the reservation	100% usage of points forfeited

- 2.5 For reservations which involves **payment to hotel**, the booking cancellation is subject to any applicable hotel booking policies which will be notified during the reservation confirmation process.
- 2.6 For **Bonus Breaks**, the same cancellation policies apply as in Clause 2.4, above, the Bonus Breaks fee will be charged for the stay reserved upon the time the booking reservation was made. There is a **48 hours waiting period** between a cancellation and a new reservation if a Club Member cancels a Club Points reservation and requests a reservation for the same or part of the Use Period as a Bonus Break reservation.
- 2.7 Once a confirmation letter is issued, any amendment or alteration to the period of stay will be treated as cancellation of the original reservation and such amendment or alteration will be treated as a new reservation request.

## 3. POINTS USAGE

### 3.1 Carrying Forward and Borrowing Member's Entitlement

- (a) A member will be permitted to borrow the next following Use Year's Club points entitlement for making reservations within the current year PROVIDED THAT the Member has paid the Annual Dues for the following Use Year prior to or at the time of making such reservation. Any remaining points from the borrowed allotment year will expire in accordance with the Point Anniversary Date of the year that Club Points were borrowed from and cannot be carried forward any further.
- (b) Club points are allocated to a member's points account on the points allotment date each Year PROVIDED THAT the member has paid all applicable Annual Club Dues in full.
- (c) Members may carry forward their points entitlement to only the next succeeding Use Year, expiring on the points anniversary date. In order to manage the balance of saved Club Points, the Club Manager may restrict the number of Club Points which can be saved and decline to accept Club Member's request to carry forward Club Points as per Club Constitution Clause 3.3

### 3.2 Accelerating Member's Entitlement

Members may accelerate the usage of five annual entitlements subject to the following conditions:

- (a) Eligible for membership fees fully paid.
- (b) Payment of Club Dues at the current year's rate for the Entitlement Use Period being accelerated must be paid at time of request.
- (c) Points must be accelerated in full entitlement of yearly points.
- (d) Maximum acceleration is 5 annual entitlements per each acceleration.
- (e) Each year of Entitlement Use Period accelerated will reduce the term of Membership accordingly. Club Dues for the remaining term of the Membership will be charged as scheduled.
- (f) The remaining points from the accelerated allotment year will expire at the end of the subsequent year and cannot be carried forward or any further extended.
- (g) Usage of accelerated points for Club resorts at CAP at max 14 nights per booking for all tier, while other usage reservation restriction and cancellation rules apply in accordance with Club Membership Manual and Disclosure Statement.
- (h) Not eligible for the usage of Points Pay programme. Member can use the option of points borrow to apply for Points Pay programme only.
- (i) Members who purchased 5 years term membership are not eligible to accelerate their entitlement points usage.

### 3.3 Requests for additional Accommodation during the same time period

Member may request usage of more than one accommodation unit, subject to availability; the combination of the total number of room nights per stay can only be allowed up to the maximum room night limit at each destination as prescribed by each membership category per Use Year as outlined in clause 1.5.

### 3.4 Top up points by purchasing additional points

The Club Member has the opportunity to acquire or top up additional Club Points to fulfil a reservation usage requirement by contacting Member Services for purchasing the additional Club Points. The Top-up Points have to be utilised for that specific desired reservation only and cannot be saved.

## 4. BONUS BREAKS

### 4.1 Subject to availability, Members can rent Bonus Breaks for a low fee per night at Club Resorts. The conditions for Bonus Breaks reservations are as follows:

- (a) A Bonus Breaks Fee applies and must be paid at the time of making a reservation.
- (b) Bonus Breaks may be reserved up to **60 days** before the intended check-in date.
- (c) Bonus Breaks reservations may be used in conjunction with Club Points to extend the period of stay.
- (d) You may hold only **one (1)** Bonus Breaks reservation at a time until the Bonus Break is actually used.
- (e) A Bonus Breaks reservation for a Guest (if the Members will not be accompanying the Guest) (a "**Guest Bonus Break**") may only be made up to seven (7) days prior the first day of the Bonus Breaks stay.
- (f) If a Member wishes to change a Bonus Breaks reservation made more than seven (7) days in advance into a Guest Bonus Breaks reservation, then it shall be considered a cancellation of the Bonus Breaks reservation and there will be a **forty-eight (48)** hour waiting period before a Guest Bonus Breaks reservation for the same Use Period or part thereof can be made.
- (g) Guest Bonus Breaks reservations shall be subject to the Bonus Breaks reservation guidelines and policies contained or referred to herein.

### 4.2 Bonus Breaks are available for stays at Club Resorts Accommodation ONLY. They are not available for stays via Club Connections and in respect of Exchange.

### 4.3 All Bonus Breaks Fees belong to the Club and the Club Manager has the right to increase the amount of Bonus Breaks Fees (including the minimum fee per night) at any time in its sole discretion.

# 5. CLUB DESTINATIONS

## 5.1 Club Resorts Portfolio:

The present Club Owned inventory comprises the following in the prevailing year:

Location	Brand	Room Type	No. Bedroom	Maximum Capacity	Room size	Unit No.
Phuket / Thailand	Angsana	Loft	1	2	88 sqm	1413
	Angsana	Loft	2	4	139 sqm	1102
	Cassia	Suite	1	2	52 sqm	314
	Cassia	Suite	2	4	86 sqm	238
	LHCR	Suite	1	4	78sqm	7106
	LHCR	Suite	2	6	113sqm	7107-7108
Bintan / Indonesia	Cassia	Loft	1	2	41sqm	4410

Note: Breakfast is not included.



## 5.2 Club Connections portfolio:

The present Club Connections comprises the following in the prevailing year:

Location	Brand
Maldives*	Angsana Ihuru
Morocco	Angsana Riads
Laos	Angsana Maison Souvannaphoum
Lang Co / Vietnam	Angsana Lang Co
Bintan / Indonesia	Angsana Bintan
China	Banyan Tree Ringha
	Banyan Tree Yangshuo
	Banyan Tree Lijiang
	Banyan Tree Huangshan
Thailand / Phuket	Banyan Tree Phuket
Thailand / Bangkok	Banyan Tree Bangkok
Seychelles	Banyan Tree Seychelles

\* Eligible for Angsana Plus and Ultimate tier only

- (a) Some resorts allow additional guests to share the same room, however additional charges may apply. Club Member Services will advise these costs at the time of booking.
- (b) Angsana Ihuru is eligible for Angsana Plus and Ultimate tier only.
- (c) Blackout dates apply and the resorts reserve the right to decline booking requests at its sole discretion. Please check with Member Services for the blackout dates as dates vary from each year and destination.
- (d) Club Connections may be altered, added to or removed subject to the Club Manager's sole discretion.
- (e) Number of points required based on Best Available Rate (BAR) at the time of booking confirmation, and is subject to Club's rules & reservation procedures; breakfast is not included.



## 6. ANNUAL CLUB DUES – WHAT THEY COVER AND HOW THEY ARE CALCULATED

Members are obligated to pay Annual Club Dues in each calendar year; these dues provide the “fuel” to run the Club from year to year including but not limited to staff costs, costs related to property upkeep and maintenance, utility costs, landscaping and garden maintenance, property insurance, guest and operating supplies, applicable property taxes, the operation of the Club Member Services Center and its reservation and IT platforms, as well as the mandated reserve fund contributions.

The due date for the payment of the Annual Club Dues shall be invoiced to the members 60 days before the Club Points Allotment Date. Any Annual Club Dues not paid by the due date shall be subject to the following fees and charges, all of which are subject to change from time to time by the Club Manager, to reflect the costs of administering late payments:

- (a) a late payment charge determined by the Club Manager in order to compensate the Club for the added costs of collection of any outstanding Annual Club Dues. This late charge is currently US\$20 per reminder notice sent to Club Members;
- (b) Interest at the rate determined by the Club Manager from the due date until the date that the member’s payment of the Annual Club Dues is actually received. This simple interest rate is currently 10% per annum;

A Club Member cannot exercise any rights or privileges related to their Membership until any outstanding Annual Club Dues are paid. Further, a Club Member may face suspension or possible forfeiture of their Club Points if they have not paid their Annual Club Fee in relation to their Club Points within a pre-determined time.

The Club Manager is entitled to charge an annual management fee of 15% of actual consolidated expenditures of the Club or the Annual Operating Budget, whichever is the greater. This fee is paid to the Club Manager in accordance with the Club Management Agreement entered into between the Club Company (for and on behalf of the Club) and the Club Manager. The management fee is paid monthly in arrears from Club funds within 30 days of the end of each month and is included in the Annual Club Dues payable by the Club Members and the Club Developer.

## 6.1 Method for determining annual club dues

Annual Club Dues for each Club Member shall be determined in accordance with the following formula:

$$\text{Club Dues} = \frac{\text{Club Expenses}}{\text{No. of club points}} \times \text{No. of points entitlement}$$

**Where:**

**Club Dues** = The Annual Club Dues payable by each Club Member and the Club Company in respect of the Club Company Points

**Expenses** = The projected aggregate management costs

**No. of Club points** = The total number of Club Points attributed to all the Club Destinations forming part of the Club Points system on the 1st January of the relevant year

**No. of points entitlement** = The relevant a Club Member's Club Points and the Club Company Points held on the 1st January of the relevant year

By way of example, if the operating budget calculation indicates that the Annual Club Dues for a specific year will be based upon a cost per Club Point owned equivalent to \$0.0673, then a Club Member holding 6,000 points would have to pay Annual Club Dues of USD \$ 403.80

Annual Club Dues may vary from year to year, however the Club Manager will endeavour to ensure that any annual increase does not exceed five per cent (5%) except in circumstances where:

- (a) unforeseen costs arise, such as new taxes, insurance premium increases, utility rate increases or other costs outside the control of the Club Manager; or
- (b) there are costs that are considered necessary or desirable to meet the changing needs of the Club or to maintain Angsana's brand standards, which are regarded as a primary reason for acquiring Club Membership and may not be compromised, or
- (c) local and global economic issues create high inflationary situations outside the control of the Club Manager.

## 6.2 ADDITIONAL SERVICES

Club Members may incur charges for additional services as follows:

- (a) Facility Use: Additional equipment may be available at some Club Resorts and usage fees may be applicable, such as motorised water sports equipment.
- (b) Incidental room charges incurred whilst staying at the Club Accommodations, such as telephone, internet, mini bar, food, beverage, spa, and excursions.
- (c) The maximum occupancy for the accommodations within the Club Resorts and Club Connections varies and is subject to the specific resort policy, some resorts allow additional guests to be accommodated on a room-sharing basis but additional charges may apply.

## 6.3 GOVERNMENT CHARGES AND TAXATION

The initial purchase price and Annual Club Dues may attract tax or duty imposts by local authorities in certain jurisdictions. Stays at Club Resorts, or any of the resorts in Club Connections and Bonus Breaks may also be subject to local authorities' tax or duty impost from time to time. If applicable, this will be advised at the time a reservation is being made.

## 6.4 PAYMENT METHOD

Club Members may made the payment for the Annual Dues or instalment at the following channels:

1. Online payment gateway
2. Complete the authorize credit card charge form by contacting Member Services at [ANVC@club-memberservices.com](mailto:ANVC@club-memberservices.com)
3. Remittance to the following account details and email the pay in-slip to the Club Finance Department at [AR@Angsanavacationclub.com](mailto:AR@Angsanavacationclub.com)

### BANK ACCOUNT DETAIL

#### FIRST NATIONAL TRUSTEE COMPANY (HONG KONG) LIMITED – ESCROW

Bank: DBS Bank (Hong Kong) Ltd

Bank address: 16th Floor, The Centre, 99 Queens Road, Central, Hong Kong

Account name: First National Trustee Company (Hong Kong) Limited – A/C No 2

Account number: **7886314050**

Swift: DHBKHKHH

### CLUB FINANCE DEPARTMENT

Finance Dept. - Angsana Vacation Club

390/61 Moo 1, Srisoontorn Road,

Cherngtalay, Thalang, Phuket,

Thailand 83110

Email: [AR@angsanavacationclub.com](mailto:AR@angsanavacationclub.com)

## 7. OTHER CLUB OPTIONS-SPECIAL BENEFITS TO MEMBERS

The Club may offer special benefits to members from time to time through its Club Members benefits Programme. The Club reserves the right to establish such rules and regulations as it deems necessary to adequately govern Members' access to such Programme. The Member's Benefits shall be in accordance with the prevailing practice of the Club depending on policy, season, Member category, Club Resorts inventory, exchange agreements and any other factor relevant to the Club as notified to a Member in the Club's Governing Documents or otherwise from time to time.

## 8. MEMBERSHIP BENEFITS

Membership discounts privilege is a value-added benefits and maybe subject to change without prior notice. The discounts benefits available at the prevailing year is as follow:

### MEMBER BENEFITS TABLE

### ANGSANA VACATION CLUB

Standard Membership Privilege <sup>(1)</sup>	Angsana Core	Angsana Plus	Angsana Ultimate
Discount on Food & Beverage <sup>(3)</sup>	25%	25%	25%
Discount on Best Available Rates for group hotel accommodation <sup>(2)</sup>	30%	30%	30%
Discount on A-la-Carte Spa Menu	20%	20%	20%
Discount on Gallery merchandise <sup>(5)</sup>	20%	20%	20%
Discount on Golf Green Fees <sup>(4)</sup>	30%	30%	30%
Discount on in-house tours <sup>(6)</sup>		15%	15%
Discount on laundry			15%
Discount on airport and terminal transfers <sup>(6)</sup>			10%

Member Benefits Table continue on next page

<b>Club Resorts Privilege</b>	<b>Angsana Core</b>	<b>Angsana Plus</b>	<b>Angsana Ultimate</b>
Housekeeping and Room Services	✓	✓	✓
Complimentary Internet Service	✓	✓	✓
Welcome Drinks	✓	✓	✓
VIP Welcome Amenity (Fruit basket)		✓	✓
In-villa or fast-track check-in <sup>(7)</sup>		✓	✓
Early check-in / late check-out <sup>(7)</sup>		✓	✓
Club Butler services <sup>(6)</sup>			✓
Daily turndown treat <sup>(6)</sup>			✓
Complimentary in-room mini bar upon arrival <sup>(6)</sup>			✓
Priority on reservation waiting list			✓
Club Concierge and vacation planning services			✓
<b>Loyalty treatment</b>	<b>Angsana Core</b>	<b>Angsana Plus</b>	<b>Angsana Ultimate</b>
Annual gift			✓
Special event invitation (XGP-complimentary stay at newly open resort)			✓

**Terms & Conditions**

(1) Lower discounts may apply at certain times and locations and may be subject to change without notice

(2) Best available rate at time of booking, blackout dates apply

(3) Offers cannot be combined. Not applicable for In-villa dining, destination dining, mini-Bar & lounge. Discounts may not apply to festive and special occasions

(4) Bintan, Phuket and Lang Cò only

(5) Not applicable to consignment items

(6) Selected destinations only

(7) Subject to availability on day of arrival / departure

## 9. SALE OR TRANSFER OF CLUB POINTS

Neither the Club Developer nor the Club Manager currently operates a Club Points re-sale programme, so that members may sell or transfer their Club Points by private agreement. Members may transfer Club Points entirely or partially at any time and there is no limitation as to the number of transfers that members may make, subject to the following conditions:

- (a) An administration fee will be charged for each permanent transfer of Club Points at USD \$50.00;
- (b) The transferring parties are responsible for any other costs and taxes associated with the transfer of Club Points;
- (c) There must be no outstanding amounts owing to the Club at the time of transfer;
- (d) If a member transfers part only of his or her Club Points, then after such transfer, both the Member transferor and the transferee must each hold sufficient Club Points to satisfy the Minimum Points Holding requirement;
- (e) The Club Manager may from time to time determine that certain benefits and privileges relating to Club Points may not be extended to a transferee who has acquired the Club Points other than as a consequence of death, bankruptcy or transfer from an immediate family member;
- (f) The transferee must satisfy all applicable qualifications for Club Membership;
- (g) Both transferor and transferee must utilise whatever mode of transfer prescribed by the Club Manager (paper-based transfer form or electronic means);
- (h) The Club Developer, the Club Company and the Club Manager are under no obligation whatsoever to re-purchase a Member's Club Points;
- (i) The Club Manager has the absolute discretion to refuse to register any transfer of Club Points.

## 10. MISCELLANEOUS PROVISIONS

### 10.1 Personal Use Only

Use of the accommodations and facilities of the Club is limited solely to the personal use of the Members for personal enjoyment and recreational purposes. The Club Accommodations may not be rented or exchanged for commercial purposes to third parties except with the Club's approval and in accordance with the Club's Governing Documents.

### 10.2 Renting out Club Points and Bonus Breaks Reservations

Members can make a Club Points or Bonus Breaks reservation and then assign it or rent it to another person provided that the related provisions of these Reservation Rules are observed. It is a requirement that the Member Services Office be provided with full details of any intended Guest's name as well as providing full details of the reservation confirmation to the Guest who will need to provide this information at the time of check-in. A member may charge his Guest any amount for the reservation but:

- (a) Where the reservation is a Bonus Breaks reservation for the Guest, the charge cannot exceed the Bonus Breaks Fee for that reservation;
- (b) A member cannot charge his Guest a fee if this is prohibited by law, or if the Club Manager determines that the Member is carrying a commercial business using Club Points or that it is not in the best interests of the Club for the Member to seek to obtain any fees from his Guest;
- (c) The Club Developer is specifically entitled to make reservations for Club Accommodations using (i) the Developer Points that it owns and (ii) Club Points which are used in Club Connections Points Pay Programme which the Club Developer funds. The Club Developer shall be entitled to rent out such inventory and the rental proceeds in respect thereof will belong to the Club Developer.

### 10.3 The Club may rent out Club Accommodations

Although the Club's primary business is not the renting out of Club Accommodations to the general public, it may undertake certain rental programmes in respect of the Club Accommodations where:

- (a) The rental programme does not negatively impact a Member's ability to reserve Club Accommodations;
- (b) New Club Accommodations are placed into the Club and there are no immediate demand bookings by Members; and
- (c) Member demand must take precedence over rental demand

It should be noted that the Club and the Members are likely to derive significant benefits from the rental Programme as the proceeds from such rentals accrue to the Club to help offset Club expenses and allow the Club to receive income for Club Accommodations that would otherwise stand empty because of demand fluctuations.

### 10.4 Guests

- (a) Guests may share occupancy of Members' Club Accommodation during their stay periods, provided that the maximum allowable occupancy limit for the specific Club Accommodations is not exceeded. Guests without permission from the Member holding the confirmed reservation will not be allowed access. Members must provide the Member Services Office with the name and address of Guests, in writing, prior to commencement of the applicable occupancy period. Guests will be asked to provide satisfactory proof of identification at check-in, to sign a registration card and to provide a credit card imprint.
- (b) Members may allow the Club Accommodations to be used by their Guests.
- (c) Members will be responsible for all personal charges and /or damages to the accommodations resulting from use by their Guests. The Member will be responsible for the acts or omissions of his Guests and any other person or persons permitted by the Member to use the Club Accommodation.
- (d) Additional rules and regulations governing the use of recreational areas and facilities by Guests may be amended and adopted by the Club from time to time.

## 10.5 Personal Items

All damages to the Club Accommodation or any part thereof shall be repaired or replaced at the expense of the member.

Personal property lost, stolen or damaged at the Club Accommodation is the sole responsibility of the Member. Members are encouraged to use the personal safes provided in the Club Accommodations.

Should a Member leave behind personal belongings at the Club Accommodation after checking out, reasonable efforts will be made to contact the Member for a thirty (30) day period in order to return the items. If such attempt to contact the Member is unsuccessful after thirty (30) days, the items will be released to the finder or otherwise be disposed of, at the discretion of the Club.

## 10.6 Restrictions

Dangerous or unlawful substances may not be stored, introduced, or used within the Club Accommodations. All obnoxious or offensive activities are prohibited in any villas or other areas of the Club Accommodation. Members are requested to control noise levels and their activities so that other Members and occupants at the Club Accommodation are not disturbed.

The use of personal portable grills or other personal outdoor cooking equipment at the Club Accommodation is strictly prohibited.

The Club reserves the right to establish specific rules governing potentially loud or unsafe activities such as use of musical instruments, stereo equipment, or late-evening entertaining, if it determines that there is a need to do so in the best interests of surrounding residents.

No animals or pets of any kind are allowed in any Club Accommodation or upon any portion of the Club Accommodation (except those certified to provide aid to the handicapped when accompanied by the handicapped Member).

## 10.7 Parking

Members who drive to any Resort in order to use Club Accommodations must park their motor vehicle(s) in the designated car parking space.

## 10.8 Control of Children

Members are responsible for the conduct of their Children under the age of 21. Children are not permitted to play in parking areas, in any lobby or pool areas, spa or any other common areas not designed for children's "recreation" ("Non-Designated Children's Area"). In addition, Children under 13 years of age must be accompanied by an adult when in the Non-Designated Children's Area. Members will be held responsible for disturbance or damage caused by their Children's misbehaviour.

## 10.9 Recreational Amenities

Swimming pools, fitness rooms, spas and other amenities that may be available at each Club Accommodation are open for non-exclusive use by Members. Hours of operation and any rules with respect to the use of such amenities are subject to change. Use of the amenities is solely at the Member's own risk. Children under 13 years of age are not permitted to use any of the amenities without parental supervision.

## 10.10 Fire Regulations

The fire regulations that are posted within the Club Accommodations must be adhered to by Club Members, all Guests and any other person or persons permitted by the Club Member to use the Club Accommodations.

## 10.11 Failure to Vacate

If a Club Member, guest or visitor fails to vacate a Club Accommodation at the end of the reserved Use Period or reserved Bonus Breaks holiday or such later time as may be agreed to by the Club Resort Management, or otherwise makes unauthorised use of a Club Accommodation during a period other than such Club Member's Use Period or Bonus Breaks holiday, or prevents another Club Member or guest from using or occupying a Club Accommodation during such other Club Members reserved Use Period, then the offending Club Member shall:

- i) be subject to immediate removal, eviction or ejection from the Club Accommodation wrongfully used or occupied. If the offending Club Member is not present at the time of removal, eviction, or ejection, the property of the offending Club Member will be removed from the Club Accommodation and placed in storage;
- ii) be deemed to have waived any notice required by law with respect to any legal proceedings regarding removal, eviction or ejection, to the extent such waiver is permitted by law; and
- iii) reimburse the Club and the any affected Club Member for all costs and expenses incurred by the Club in connection with or howsoever arising from such conduct including costs of alternate accommodation, travel costs, legal costs (on a full indemnity basis) incurred in connection with the removal, eviction or ejection of the offending Club Member.

(a) The Club Manager shall use reasonable efforts to remove the offending Club Member from the Club Accommodation and assist any affected Club Member in finding comparable alternate accommodation during such period. If the Club Manager determines, in its sole discretion, to contract for a period greater than the reserved Use Period which any affected Club Member was prevented from using in order to obtain adequate alternate accommodation, the entire cost of the alternate accommodation shall be for the account of the offending Club Member.

(b) If a Club Member, guest or visitor renders a Club Accommodation uninhabitable by an intentional or negligent act, such Club Member, guest or visitor shall be deemed a non-vacating user for such period as the Club Accommodation remains uninhabitable and shall be subject to the consequences described in this Rule.



ANGSANA  
*Vacation Club*

**APPENDIX B:  
FREQUENTLY ASKED QUESTIONS**

# CLUB MEMBERSHIP

## 1. What is Angsana Vacation Club (ANVC)?

Angsana Vacation Club is an innovative vacation Programme that allows Member families to own, rather than rent, future vacations in destinations throughout South East Asia and beyond, including exciting, exotic locations in many parts of the world. It is a new venture by Laguna Resorts and hotels public company limited, the developer of the renowned Laguna Phuket master-planned mixed-use resort.

Angsana Vacation Club (ANVC) The Angsana Vacation Club is an exclusive membership offer which allows its members annual use rights at any global destination under the Angsana Vacation Club Collection. This includes an exquisitely-curated collection of Angsana Vacation Club's own villas and suites as well as its associate accommodations at Angsana resorts, Cassia service apartments and Banyan Tree resorts. With Angsana continually expanding its portfolio of luxury villas and suites in stunning locations, our Members wide range of destination will expand year after year.

## 2. Who manages ANVC?

ANVC is managed by Laguna Resorts & Hotels Pcl., which was listed on the Stock Exchange of Thailand in 1993 and has gained a reputation as a responsible developer whose interests combine hotels and real estate with an emphasis on quality and environmental protection.

ANVC provides Members with travel experiences that are consistent with its brand philosophy—holiday that last for a lifetime. Leveraging on the complementary product offerings that range from resorts, hotels, spas, galleries to golf courses, ANVC delivers multi-faceted and destination-specific experiences that are of exceptional standard and quality.

## 3. What are the key benefits of an ANVC Points Membership?

Acquiring Points in ANVC not only gives you the opportunity to own your future holidays, but also opens the door to a whole new holiday lifestyle for you and your family. Whatever the destination, every getaway offers you the chance to relax, reconnect and create precious holiday memories.

Rather than having to rent your future holidays, by using your Club Points, you can stay in high quality ANVC Accommodations, providing you with substantial savings by locking in your future holiday accommodation costs at today's values, which means you don't need to worry about future inflation.

A Member's points replenish every year throughout the duration of the Membership. Members can also accelerate point usage by borrowing from the following year's points entitlement, so as to provide additional flexibility in usage. The number of points needed for the Club's various accommodations depends on the location, accommodation size, and the season in which you wish to take your vacation. The value of a Member's points will not change during the life of the membership.

Your Membership card confers several privileges such as preferential reservation discounts at luxurious Angsana and Banyan Tree Group Hotels & Resorts located in many sought-after locations around the globe. You can also enjoy Club Member concessions on spa treatments, and food and beverages at participating Angsana and Banyan Tree Hotel & Resort properties.

#### 4. How does the Club work?

Members of the Club receive an annual allocation of Points, the Club's currency, which can be redeemed for stays at:

**Club Resorts** - The number of Club Properties will expand with the Club's Membership numbers; the Club's trust arrangement ensures that there will always be sufficient Club accommodations to underpin the Points actually issued.

**Club Connections** – comprising other participating resort accommodations under the expanding Angsana Resort and Banyan Tree brands in respect of which you can use your points to reserve stays

**Bonus Break Accommodations** – Last minute deals at attractive discount prices available only to Members for stays at Club Resorts.

**Exchange Affiliate accommodation** – Interval International provides over 2,900 affiliated resort options in many of the world's most desirable resort destinations where you can use your Club Points in order to exchange to.

#### 5. What types of Accommodation does ANVC own within the Club Resorts?

The Club owns varied types of quality accommodation which cater for different numbers of guests from One-bedroom suites that sleep 2, to Two-bedroom suites that sleep 4. The maximum capacity in One-bedroom or Two-bedroom Units varies in each location. ANVC accommodation is maintained to high standards; the Club also maintains capital reserves for periodic refurbishment, replacement and major repairs.

New ANVC Members work with our Sales Executives to decide the number of points they are most likely to use each year, depending on the size of their family, the time of year they enjoy traveling on holiday and where they like to go.

#### 6. What are the current and future Club Resorts?

Members have access not only to any of the existing properties within ANVC Club Resorts, but also to all new properties that may become part of the Club in the future. Present inventory comprises the following:

Location	Brand	Room Type	No. Bedroom	Maximum Capacity	Room size	Unit No.
Phuket / Thailand	Angsana	Loft	1	2	88 sqm	1413
	Angsana	Loft	2	4	139 sqm	1102
	Cassia	Suite	1	2	52 sqm	314
	Cassia	Suite	2	4	86 sqm	238
	LHCR	Suite	1	4	78sqm	7106
	LHCR	Suite	2	6	113sqm	7107-7108
Bintan / Indonesia	Cassia	Loft	1	2	41sqm	4410

Note: Breakfast is not included.

## **7. What are the amenities and Membership privileges?**

Club Members have access to the facilities of the specific resort in which they are staying. Facilities and amenities vary in each resort, it usually includes spas, swimming pool, specialty restaurants, gym, and recreation facilities. Golf course is available in Laguna Phuket, Bintan and Lang co. Members will hold a Membership card which entitles them to concessions for spa and facial treatments, gallery products, golf rounds, food & beverage discounts, and additional stays at the resorts.

## **8. What is Club Connections, does ANVC own any accommodation in the Club Connections locations?**

In addition to access to the ANVC Club Resorts, Club Members can enjoy extensive travel experiences within the participating group of Angsana and Banyan Tree resorts through the Club Connections Programme. The Club Connections accommodations are not owned by ANVC but are available to the Club on a contractual basis. Eligible Club Members are able to use Club Points to pay for the Club Connections accommodations subject to their membership tier and to the terms of the Reservation Rules and Guidelines which are set out in Appendix A in the Members' Manual and disclosure statement. Club Connections may be altered, added to or removed subject to the Club Manager's sole discretion.

## **9. What is the maximum occupancy for the accommodations within Club Connections?**

The maximum occupancy for the accommodations within the Club Connections inventory varies and is subject to the specific resort policy. Normally, a one-bedroom unit can accommodate up to 2 persons and a two-bedroom unit can accommodate up to 4 persons. Some resorts allow additional guests to be accommodated on a room-sharing basis but additional charges may apply; these costs will be advised by the Club Services Executive at the time of making a reservation. For more details on the maximum capacity for each unit, please refer to the Club Members Manual and disclosure statement.

## 10. Do I have to make a reservation to use ANVC Accommodation? If so, how?

Yes, you must submit your reservation request in accordance with the following:

(a) All reservation requests must be submitted in writing and will be processed and confirmed on a first-come, first-served basis, subject to availability.

(b) Booking request can be made through the following channels:

(i) In writing via e-mail to [ANVC@Club-memberservices.com](mailto:ANVC@Club-memberservices.com)

(ii) Online booking on <http://member.angsanavacationclub.com/booking/>

(iii) In writing (via facsimile) or in person at the Club's Member Services Office (the "Club Member Services Center") at the following contact details or as updated from time to time:

### Club Member Services Center

#### Contacts

Tel: +66 (0) 2690 4994 (Thailand)

Fax: +66 (0) 2690 4998 (Thailand)

#### International Toll Free number

Hong Kong 301-8-4993

Singapore 316-3-1882

Australia 1-800-201-449

USA 1-800-694-7325

China 400-8423-325

#### Email

[ANVC@Club-memberservices.com](mailto:ANVC@Club-memberservices.com)

#### Address

7th floor, Thai Wah Tower 1, 21/15 South Sathorn Road, Thungmahamek,  
Sathorn, Bangkok 10120, Thailand

(c) It is recommended that a reservation request should include at least three choices of intended use periods or destinations.

## 11. How far in advance of my intended check-in date may I submit a reservation request?

The earliest that a Member may make a reservation is, for example, eighteen (18) months in advance for Club owned properties and ninety (90) days prior to the intended check-in date for the Angsana Ultimate Membership tier in relation to Club Connections. Reservation requests are confirmed on a first-come, first-served basis and are subject to availability. Reservation requests must be made no less than two (2) days in advance of the intended check-in date.

Certain Club Connections are not available for reservation at specific dates during the year – the Black-Out Dates. Members cannot make any reservations during these times.

Designated peak periods are: Christmas week, New Year week, Chinese New Year week, and Easter week, Golden Week. Please check with Member Services Office or refer to the Member's login area for the latest seasonality days as such dates may vary from year to year.

## 12. Is there a limitation of stay, and if so - why?

Yes, and the usage limitation is as follow:

Tiers	Club Resorts	Club Connections	Weekend only booking per annum
Angsana Lite/Core	Up to 1 week or 7 nights stay per single destination per booking	Up to 7 nights per Use Year Up to 2 units per Use Time Not entitled to book Angsana Ihuru, Maldives	One time per Use Year
Angsana Plus	Up to 10 nights stay per single destination per booking	Up to 10 nights per Use Year Up to 2 units per Use Time	Two times per Use Year
Angsana Ultimate	Up to 2 weeks or 14 nights stay per single destination per booking	Up 14 nights per Use Year Up to 2 units per Use Time	Three times per Use Year

Note: Angsana Lite Members cannot access to Club Connections or Bonus Breaks.

There are no restrictions on number of nights stays per single destination per booking reserved ninety (90) days or less to check-in for **Club Resorts only**.

The restriction is set **in order** to efficiently manage **capacity** due to high-demand in any specific location which **is especially popular** and so as to endeavour to provide an equitable booking opportunity for all Club Members so that they can experience the various Club accommodations.

**For Bonus Breaks**, there's no restriction for the maximum nights per stay for each booking.

**Blackout dates** apply for Club Connections.

### 13. How will I know if my reservation request has been confirmed?

All reservation requests will be confirmed by email or fax. It is recommended that all reservations (and any cancellations) for Club Accommodations should be done on-line as a priority, followed by email and telephone. The Club Manager is not responsible for lost documents or timeliness of requests for reservations when they are made by facsimile, or mail.

### 14. What might prevent me from securing a confirmed reservation?

Your reservation request will not be processed if you are in default in the payment of your Annual Club Dues or any other monies owing to the Club or if you do not have a sufficient number of points in your account, or if your use rights have been suspended by the Club.

### 15. What is the cancellation policy for reservations?

The prevailing cancellation policy as follow:

**For the reservation that is confirmed more than 30 days prior to check-in date:**

Notification of Cancellation	Penalty
Cancellation that is received 30 days or more prior to check-in date.	100% usage of points returned
Cancellation that is received less than 30 days prior to check-in date	100% usage of points forfeited

**For the reservation that is confirmed by 30 days or less prior to check-in date:**

Notification of Cancellation	Penalty
Cancellation that is received within 48 hours of the reservation	100% usage of points returned
Cancellation that is received later than 48 hours of the reservation	100% usage of points forfeited

Remark:

- Reservation must be confirmed by Club Member Services.
- The written cancellation notification must be made by member and send to Club Member Services via fax or email.

All communication and instructions from a Member to the Member Services Centre must be received in writing.

Members who are not able to check-in on the first day of the reservation period must notify the Member Services Centre or the applicable Club location's check-in desk in advance of their late arrival, otherwise they risk losing their reserved Club Accommodation.

In all instances, 100% of points for the entire period of the reservation shall be deducted in the event of a "No Show".

For any reservation that involves **payment to hotels**, the booking cancellation is subject to any applicable hotel booking policies which will be notified during the reservation confirmation process.

For **Bonus Break**, the Club's cancellation policies apply and there is a **48 hours waiting period** between a cancellation and a new reservation if a Club Member cancels a Club Points reservation and requests a reservation for the same or part of the Use Period as a Bonus Break reservation.

For more information, please refer to the Club Reservation Procedure Rules and Guidelines contained within the Members' Manual.

### 16. Can I book ANVC Destinations any time I am in town?

No, reservation arrangements must be made at least (2) days in advance through ANVC's Member Services Office prior to check-in so to allow sufficient time for the reservation process and resort provision.

### 17. Why can the specific view / location of my request NOT be confirmed before my arrival?

The Club will confirm room, resort and villa in advance of your arrival. The specific suite, villa number and location will only be assigned by front desk upon check-in, subject to availability on site. Furthermore, we need to maximise occupancy so that as many Members can visit the resort as possible. **As such, the booking policy has no pre-assigned villa guarantee.**

### 18. Can my friends and family stay at any ANVC Destinations?

Yes. Your friends and family are permitted to stay at the suites or villas if you provide the Club Member Services with the names and addresses of the guests at the time that the booking is made.

### 19. Can I make a reservation for a weekend stay only or just book one Friday or Saturday night?

The weekend only reservation process is restricted as follow:

<b>Angsana Lite/Core Members</b>	Once per Use Year
<b>Angsana Plus Members</b>	Twice per Use Year
<b>Angsana Ultimate Members</b>	Three times per Use Year

It should be noted that Club Members cannot book a single Friday night stay nor a single Saturday night stay as the minimum length of stay is 2 nights for each booking.

The minimum length of stay control is commonly used in the hotel management system and the minimum 2 nights' stay is adopted for the purpose of inventory and yield management systems so as to enable the Club to maximize and manage space, time, revenue.

And as a part of the procedure to ensure there is no dilution of the occupancy level caused by the weekend-only booking, a CAP is set to control weekend only bookings as per the restriction set above.

### **20. Will there be a situation of the accommodation being fully booked?**

As some particular locations and times of the year are in high demand, the Club appreciates advance notice for making a reservation request so as to maximize the chance of a successful booking confirmation. Club Member demand for Club inventory will be sufficiently satisfied by the wide selection of Club Resorts and locations.

### **21. Can the Club Manager guarantee my booking?**

As availability is subject to demand and seasonal constraints, then if you make your reservations early, you have a better chance of obtaining your desired accommodation preference. The Club cannot guarantee you will obtain accommodation at your preferred location or at your preferred time.

### **22. Will there be any new Club resorts in the future?**

The Developer is responsible for locating and purchasing enough Club resorts to meet the needs of the Club, as it grows. The more Members there are, the more Club resorts are required. The Developer considers a number of factors when determining where to purchase a property, including the popularity of the potential destination.

## **POINTS**

### **23. What are Club points? How do I use them?**

Put simply, Club Points are a form of holiday currency – the more Club Points you own, the more days and times of year you can holiday and the more privileges and benefits you are able to access. When you want to make a reservation, the number of Club Points needed for that particular reservation are automatically withdrawn and deducted from your points account. The Daily Point Value Charts will let you know how many Club Points are needed for a particular stay. Then, every year on your Points Anniversary Date, your Account is again credited with the full number of Club Points you own, (unless you have borrowed from your next year's Club Points entitlement in advance or you have accelerated from the last year). Any Club Points that you have not used in the current year will automatically carry over to the following year and expire on the anniversary date. By saving from the previous year and borrowing from the upcoming year, Club Points Members can use up to three years of their points in the same year.

## 24. How can I obtain a copy of my Points Statement?

You can review your points balance online at any time by logging in to your account. To obtain a copy of your point's statement you can:

- (a) Download from the Member login area
- (b) Contact the Member Services Office via email [ANVC@Club-memberservices.com](mailto:ANVC@Club-memberservices.com) or fax **+66 (0) 2690-4998**
  - Indicate "Points Statement Request" as the subject header
  - Quote your full name and Club Membership number
  - Advise whether you wish to receive the statement by email or fax and provide the relevant details

## 25. What if I cannot take a vacation during one year, will I lose my points? Can I save my points until the next year?

Club points are credited to a Member's account at the Club points allotment date each year and are available for use within the allotment period provided that the Club Member has paid the applicable Annual Club Dues. Any unused Club points of that allotment period are automatically saved and carried over for use in the next succeeding year, and expire at the Club Points Anniversary date.

## 26. If I do not have enough points for my reservation, what can I do?

Here are three options that you could acquire for addition points to top up for your booking:

- (a) Borrow from next following allotment Use Year

Members may borrow their Points from the next allotment Year ONLY subject to the following conditions:

- The Annual Club Dues related to the Points being borrowed from the next allotment Use Year must be paid at time of confirmation.
- The remaining points from the borrowed allotment year will expire in accordance with the Point Anniversary Date of the year that Club Points were borrowed from and cannot be carried forward any further. For example, if you borrowed the club points from the next year allotment date on 1st July 2017 to extend your holiday time in year 2016, any remaining points from the borrowed allotment will only be valid to use within the allotment period and will expire on the anniversary date, in this case, by 30th June, 2018, and cannot be carried forward any further.

- (b) Purchase additional points to top up for your booking

You can purchase additional points to fulfil your booking by contacting Member Services. They will advise you the price per point of the prevailing year and facilitate with your payment. Be reminded that the Top-up Points have to be utilized for that specific desired reservation only and cannot be saved or carried forward.

- (c) Accelerate Points

Members may accelerate the usage of five annual entitlements subject to the following conditions:

- Eligible for membership fees fully paid.
- Payment of Club Dues at the current year's rate for the Entitlement Use Period being accelerated must be paid at time of request.
- Points must be accelerated in full entitlement of yearly points.
- Maximum acceleration is 5 annual entitlements per each acceleration.
- Each year of Entitlement Use Period accelerated will reduce the term of Membership accordingly. Club Dues for the remaining term of the Membership will be charged as scheduled.
- The remaining points from the accelerated allotment year will expire at the end of the subsequent year and cannot be carried forward or any further extended.
- Usage of accelerated points for Club resorts CAP at max 14 nights per booking for all tier, while other usage reservation restriction and cancellation rules apply in accordance with Club Membership Manual and Disclosure Statement.
- Not eligible for the usage of Points Pay programme. Member can use the option of points borrow to apply for Points Pay programme only
- Members who purchased 5 years term membership are not eligible to accelerate their entitlement points usage.

## 27. Can I sell my Club Points?

Yes, you have the right to use, rent, lend, will, gift, sell or transfer your club points on your own arrangement; however, club points are not designed to generate a financial return or gain.

## 28. How are sufficient points made available for allocation to each Club Member?

The Club is obligated to ensure that there is sufficient accommodation available to satisfy all of the Points issued, in any given Use Year. The Club satisfies this obligation by maintaining a register of all Club Members and the Club Points which they each hold, against which the Developer ensures that Club points issued by reference to the Club accommodations held in trust by the Club's independent Trustee, are adequate.

When a Club accommodation is transferred into the Club, the Developer allocates a Points value to that specific accommodation. The number of Club points allocated and the basis on which such points are allocated on a daily or weekly basis depends on the location of the Resort, the size of the accommodation (i.e. number of bedrooms), the times of the year, the days of the week and any other relevant factors.

# OTHER COSTS AND ANNUAL DUES

## 29. What Annual Club Dues include and who benefits from the Club Dues?

The Annual Club Dues covers the cost of running and maintaining the ANVC properties and Member Services. It includes, but is not limited to:

- Administration
- Membership Benefits
- Member Services
- Cable TV, WIFI
- Electricity
- Water
- Internal Telephone
- Common Area Maintenance
- Swimming Pool Maintenance
- Housekeeping
- Room Maintenance; replacement
- Repairs & Maintenance
- Refurbishment Reserves

Annual Club Dues will be used solely for the benefit ANVC Members and in providing Member Services. A percentage of Annual Club Dues will be placed in a reserve fund and will be applied solely towards the costs of maintaining the ANVC owned inventory, with the balance helping to meet the costs of administering the Club.

### 30. How are the Annual Club Dues calculated?

Members are obligated to pay Annual Club Dues in each calendar year; these annual dues cover items such as staff costs, property upkeep and maintenance, utility costs, landscaping and garden maintenance, property insurance, guest and operating supplies, applicable property taxes, the operation of the Club's Member Services Office as well as the mandated reserve fund contributions.

Annual Club Dues for each Club Member shall be determined in accordance with a fair and equitable formula which is detailed in the Club Constitution as well as in the Club Members' Manual.

The Club's total operating budget for the applicable year is calculated in the fourth quarter of the preceding year by the Club Manager. The total budget figure is then divided by the number of points which have been issued, so as to provide a cost per point. Using a simple example to illustrate this approach, if the operating budget calculation indicate that the Annual Club Dues for a specific year will be based upon a cost per point owned equivalent to \$0.0673, then a Club Member holding 6,000 points would have to pay Annual Club Dues of USD \$ 403.80

Annual Club Dues may vary from year to year, however the Club Manager will endeavour to ensure that any annual increase does not exceed five per cent (5%) other than in exceptional and unforeseen circumstances

### 31. Do I have to pay Annual Club Dues if I do not use my Membership?

Yes, all Members share in the annual costs of running the Club, irrespective of whether they use their Points within a specific Use Year.

### 32. Will Annual Dues increase?

Inevitably, costs of managing and administering the Club will rise over time. The Club Manager will use its best endeavours to ensure that any increases in the Annual Club Dues will not be more than 5% per year on average.

### 33. How do I pay my Annual Club Dues?

The due date for the payment of the Annual Club Dues shall be invoiced to the members 60 days before the Club Points Allotment Date and the payment can be made by the following channels:

1. Online payment gateway
2. Complete the authorize credit card charge form by contacting Member Services at [ANVC@club-memberservices.com](mailto:ANVC@club-memberservices.com)
3. Remittance to the following account details and email the pay in-slip to the Club Finance Department at [AR@Angsanavacationclub.com](mailto:AR@Angsanavacationclub.com)

#### BANK ACCOUNT DETAIL

##### FIRST NATIONAL TRUSTEE COMPANY (HONG KONG) LIMITED – ESCROW

Bank: DBS Bank (Hong Kong) Ltd

Bank address: 16th Floor, The Centre, 99 Queens Road, Central, Hong Kong

Account name: First National Trustee Company (Hong Kong) Limited – A/C No 2

Account number: **7886314050**

Swift: DHBKHKHH

#### CLUB FINANCE DEPARTMENT

Finance Dept. - Angsana Vacation Club

390/61 Moo 1, Srisoontorn Road,

Cherngtalay, Thalang, Phuket,

Thailand 83110

Email: [AR@angsanavacationclub.com](mailto:AR@angsanavacationclub.com)

### 34. How are my future occupancy rights secured?

The ownership of the Club Resorts is held by an independent Trustee, free from any encumbrances, on trust for the Members of the Club, so as to assure Members that their future rights of use and enjoyment of the Club Accommodations is secure and fully protected. The costs of the Trustee are met through the Annual Club Dues

## MEMBERSHIP CARD

### 35. When will I receive my Membership Card?

The welcome kit and Membership cards will be provided on the day of joining or mailed to the Member (usually within 4-8 weeks). Membership shall be effective from the Effective Date of Membership and a Member shall enjoy all the rights and privileges of Membership from such date (provided that at least 20% of the joining fees plus the first year's Annual Club Dues have been paid up for full Membership)

## MEMBERSHIP CANCELLATION

### 36. Do I have a cooling off period?

Yes, you have a specific cooling-off period. If you elect to cancel your Membership during the cooling off period, you must send a written cancellation notice to the Manager's Contact details. Members who cancel within their cooling-off period will be refunded all the money which they have paid, however, an administration fees of US\$150 will be deducted from the deposit unless the Member has returned the given membership kit, sales gift and related Club's document in person at the sale office where the application was made in full and good condition within the indicated cooling off period.

After the cooling off period has expired, a Member may, at any time, by giving a written notice to the Club or by email to Club member services at [ANVC@club-memberservices.com](mailto:ANVC@club-memberservices.com), surrender and terminate his Membership of the Club, but shall continue to be liable for any fees, Annual Club Dues, or other monies due and unpaid at the date of his resignation. Any Member who has surrendered or terminated his Membership after the cooling off **period shall not be entitled** to any refund of any joining fees, Annual Club Dues or any other fees or charges paid to the Club.

### 37. Does the cooling-off period apply to upgrades?

Absolutely. You have a similar cooling-off period which applies to any purchase of additional Club Points under the membership upgrade scenario (but not your original Membership).

# ANVC DESTINATIONS

## 38. Will ANVC continue to add new destinations?

As membership grows, the Club plans to add destinations where new Angsana and other BT Holdings resorts are being developed.

## 39. What is the standard size of the ANVC Club Resorts portfolio?

At ANVC, One and Two bedroom units are standard.

## 40. What are the ANVC Destinations Occupancy Limits?

For Club Resorts, the maximum allowable occupancy for a one-bedroom is two adults, for a two-bedroom is four adults. For some locations, the accommodations may include a sofa bed which allows a larger occupancy limit. Please refer to the maximum occupancy information as listed in the Club Member Manual and disclosure statement, or contact the Member Services Office for more details.

However, should an extra bed be required in any Club Destinations, this is subject to the hotel's occupancy policy, and charges will be levied by the hotel, if applicable.

## 41. Can we bring our pets on vacation?

No, regrettably pets are not allowed in any ANVC Accommodation.

## 42. What if something in my unit is broken or lost during my stay?

You are responsible and will be charged for damages or loss caused by yourself or your guests.

## 43. How can I find out more about ANVC?

You can log on to [www.angsanavacationclub.com](http://www.angsanavacationclub.com)

## 44. What are the check-in and check-out times?

Check-in and check-out times vary for each ANVC Accommodation location. The check-in and check-out times will be indicated in your confirmation document. Check-in will normally be at the front desk of the ANVC Club Resorts, or at the Club Connections accommodation.

## 45. Are the Club Reservation procedure rules subject to change?

Yes. The Club Company may amend the Club Reservation Procedure Rules and Guidelines from time to time. You will be notified of any changes made.

*Note:*

*This FAQ is for reference only and is subject to change or add. Please refer to the Member Manual and latest Club Reservation Procedure Rules and Guidelines for information update.*

# EXCHANGE

## 1. What is the difference between ANVC and Interval International?

ANVC Club Resorts are affiliated with the renowned international exchange company Interval International ("Interval"). Interval enables ANVC members to utilize their points to exchange for accommodation within Interval's network of over 2,900 resorts in 80 countries. ANVC has no control over the resort availability and confirmation processes of the exchange networks.

## 2. When will I receive my Interval member card/number?

Normally, it will take approximately 5-7 weeks to process your enrolment. Enrolment to Interval is submitted once the initial ANVC membership deposit of 20% is paid; however, it will not take place before the starting year of your contract. Interval will then send your enrolment package to you.

## 3. If I want friends or family to use my membership, do I need to pay for a guest certificate?

Yes. Guest certificates are available at USD59 per exchange but please note that you will get free guest certificates provided you upgrade to Interval Platinum. Please contact Interval directly to do this.

## 4. How do I know if Interval will be able to confirm a vacation exchange for me?

Interval exchange is based on availability. Interval relies on its members to deposit weeks, which then become available for exchange to other members. Interval members may place an exchange request that will allow Interval to continuously search for the desired exchange. Please speak to an Interval Counselor for more details.

## 5. Can I cancel my II membership?

It is at your discretion whether or not to renew your Interval membership when it expires.

## 6. Can our exchange company change?

Yes, our relationship with Interval is a commercial arrangement and subject to term limitations. If another travel exchange system becomes available that is more conducive to our needs, it will be reviewed at that time. ANVC does have the flexibility to change affiliations to order to improve the level of our member's vacation experiences.

## 7. How do I make an exchange request with my ANVC points? Do I need to make a deposit first?

Under the new point based system, you can simply contact Interval to place an exchange request without needing to deposit your points to Interval in advance. The number of points required for an Interval International Exchange is based on the unit size, date of travel, and the Travel Demand Index (TDI) as per the Exchange point chart. As long as you have the required amount of points valid in your ANVC account with a good standing status, these points can be used for confirming an exchange request with Interval.

### **8. Does Interval provide services such as airline ticketing, cruises, etc.?**

Depending on your country of residence, Interval may offer travel services. The Interval Asia Pacific office in Singapore currently offers cruises and cruise exchange.

### **9. Why are some areas of the world difficult to confirm an II exchange into?**

There are areas of the world where the demand for exchange accommodation is much higher than the supply of exchange accommodation. All members of Interval have the option to either use the time they own in their home club or to request an exchange to a resort within the Interval system. If owners of the resort that you would like to travel to do not deposit their week to Interval there will be no weeks for Interval to use to confirm your exchange request. Being flexible with regard to your requested travel dates and location will give Interval more options to search for you. Remember that you can request an exchange up to 2 years in advance and this is advisable for locations where there is a high demand. Last minute requests to Interval will result in limited exchange options being available to you.

### **10. We joined in June this year with our first usage year in the following year. Can we make an exchange with Interval to travel this year?**

No, since your first allotment usage year is in the following year. Notwithstanding, you could start using the II Getaway Programme upon receiving your II membership kit.

# INTERVAL GOLD MEMBERSHIP BENEFITS

## 11. What is Gold membership and what benefits will I get?

Interval Gold Membership is a value-added membership Programme offering Interval members substantial discounts, services and benefits for use throughout the year. A full description of benefits and booking procedures can be found in your Interval Gold Membership package.

### Interval Gold® Membership

A proven product enhancement that is a strong purchase motivator, Interval Gold® offers exceptional benefits including:

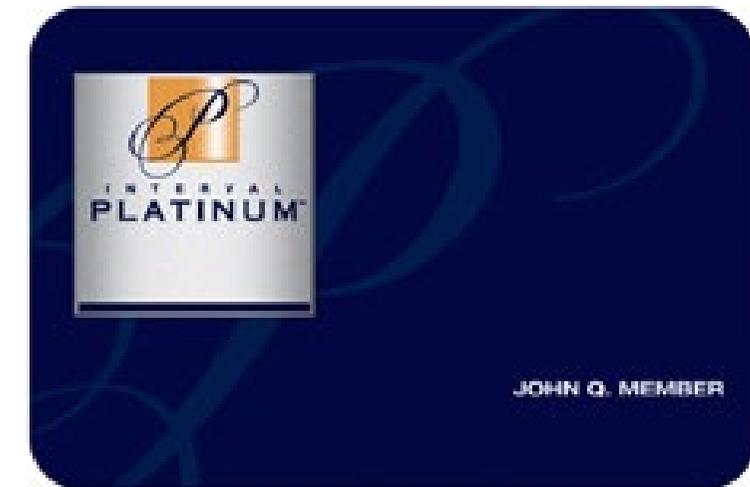
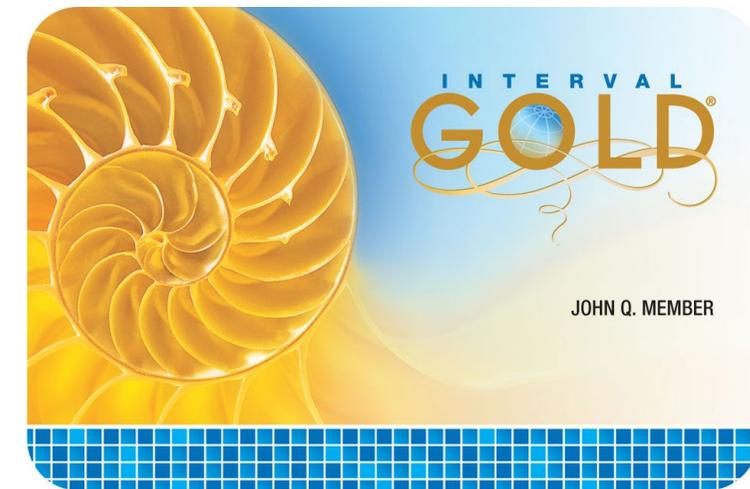
- ShortStay ExchangeSM - to trade resort weeks or points for multiple vacations of one to six nights each
- Interval Options® - to trade resort weeks or points toward the purchase of a cruise, golf, or spa vacation
- \$25 discount on already-low-priced Getaways, weekly rentals of resort accommodations
- Hotel, dining, and leisure discounts at thousands of establishments
- VIP ConciergeSM - personal assistance, 24/7
- Hertz #1 Gold® membership
- Cash back on selected cruises booked through Interval Travel

### Interval Platinum Membership

Interval's newest and most prestigious membership level. Interval Platinum targets the discerning traveler, one who aspires privileged status, personal attention, and a higher-end travel experience. Interval Platinum benefits include:

- \$50 off all Getaways (\$75 for new members in the first year)
- Priority Getaway access – exclusive access to Getaways before other Interval members
- Platinum Escapes – deeply discounted vacation weeks available by e-mail invitation only
- Free Guest Certificates – to give the gift of Getaway or exchange vacation time to friends and family
- VIP airport lounge membership – access to more than 600 VIP lounges in 300 cities in over 100 countries\*
- Companion Airline Travel – purchase one adult round-trip coach-class ticket to selected cities and receive a companion ticket
- Private Jet Programme – discounts on domestic and international Delta Air Elite charter flights
- Platinum Quality Service – specially trained advisors assist with vacation plans and membership questions
- VIP ConciergeSM for personal assistance, 24/7
- Interval Options® to trade vacation time toward the purchase of a cruise, spa, or golf vacation
- Shortstay ExchangeSM to trade a week for two quick breaks (from one to six nights each)
- Hertz #1 Club Gold® for expedited car rental service
- Entertainment® hotel, dining, and leisure discounts

Remark: In order to apply for Interval Gold Membership, your regular Interval membership must be in good standing.



## **12. Do I have to deposit my week in order to check the availability with INTERVAL, can I confirm the availability prior to deposit my week?**

No, under the new points system, you can place a “request first” wherein you can check availabilities prior to depositing your week.

## **13. Can I withdraw my unused deposited points from my exchange provider membership account and put back into my home resort membership account?**

Regrettably, once the Club points are deposited, it's within the exchange system and it can no longer be withdrawn and put back into your ANVC membership account.

## **14. Why there's constant change with the online availabilities every time I log in the exchange company website?**

Room status is real time and dynamic, just as any other timeshare member across the globe who have access to check availability and make an online exchange confirmation using the one stop service from the website. Status can be changed from time to time upon a booking confirmation made by other members.

## **15. Why are some areas or resorts/hotels very difficult to confirm with the exchange provider?**

All timeshare members have the option to either use the entitlement they own in their home resort or to request an exchange to a resort within the exchange system. If the owners of the resort that you would like to travel to do not deposit their weeks to the exchange provider, there will be no weeks available with the exchange provider to fulfill your exchange request.

Flexibility with regard to your requested travel dates and location will give the exchange provider more options to allocate your request. Keep in mind that you can request an exchange up to 2 years in advance and this is advisable for locations where demand is high. Last minute requests will always result in limited exchange options being available

## **16. How can I get a higher chance of getting a confirmed holiday through the exchange providers' exchange system?**

Planning your holiday well in advance and providing Interval with as many choices of dates and resorts as will maximize your chances of successful exchange.

## **17. I don't plan on exchanging my entitlement with the exchange provider this year or next year. Should I keep my exchange membership, or should I let it expire and renew when I want to go on an exchange holiday?**

There are a number of reasons why you should keep your Interval membership current. For instance, you'll have the ability to exchange your ANVC points for another week if something unexpected causes you to change your plans at the last minute. Plus, Interval membership offers you more than exchange privileges. As a member, you'll have access to special offers and discounts on resorts / hotels worldwide. Interval also offers its members access to Getaways, which are weeks of accommodation for purchase without depositing your ANVC points.

Note:

\*This exchange FAQ is for reference only please check with interval International for latest update



ANGSANA  
*Vacation Club*

**SAWASDEE KA**

**AND WE LOOK FORWARD TO SEEING YOU AT ANVC DESTINATIONS SOON!**