

## RESORT RECOGNITION PROGRAM ELIGIBILITY

Select, Premier, and Elite quality-level tier recognition is established annually, based upon the combination of points received through a resort inspection and, where a sufficient number of responses have been received, Consumer Satisfaction Index (CSI) points. Resort inspection points are established using an 800-point scale that takes into account various components of the resort, including the unit, amenities, guest services, public spaces, common areas, and resort-location categories, all of which are detailed within Interval's proprietary Quality Resort Survey (QRS) inspection tool.

Consumer Satisfaction Index points are translated from the resort's trailing 12-month overall CSI scores at the time of program review. A maximum of 400 points is available, which correlates to a score of 100 percent.

Interval has collaborated with LRA by Deloitte (formerly LRA Worldwide) — a leader in the field of customer-experience measurement — to identify the Elite Resort criteria. In addition to scoring the 1,000 points (at least 640 from the resort inspection and having a CSI total of no less than 360) needed to be recognized as a Premier Resort, Elite Resort candidates must receive at least 200 Elite Qualification Criteria points, which are assigned based on a resort's enhancers and detractors. Each enhancer is worth five points; five points are lost for each detractor.

The following table presents the minimum annual combined scoring points required to be considered for recognition in the appropriate tier:

TIER	TARGET RESORT INSPECTION SCORE	TARGET OVERALL CSI SCORE	ELITE QUALIFICATION CRITERIA SCORE	MINIMUM SCORE
Select	560	340		900 points
Premier	640	360		1,000 points
Elite	640	360	200	1,200 points

## ONGOING PARTICIPATION

All Elite resorts are subject to periodic inspections to confirm eligibility and ongoing participation in the program.



INTERVAL INTERNATIONAL



## INTERVAL INTERNATIONAL ELITE RESORTS:

Offer luxurious features and appointments.

An extraordinary vacation experience and exceptional service.

Are identified by the lotus, a symbol of purity and perfection.



## INTERVAL INTERNATIONAL® RESORT RECOGNITION PROGRAM

Since 1976, Interval International has been known as The Quality Vacation Exchange Network®. Its Resort Recognition program establishes standards for resorts in each of its quality tiers.

The condition, quality, and appearance of each component of the resort are appraised, as is its general ambiance. Vacation ownership unit sizes may vary by region. In North America, typical interior living area ranges are as follows:

Studios and efficiencies	500 – 650 square feet
One-bedroom units	800 – 1,000 square feet
Two-bedroom units	1,000 – 1,300 square feet
Three-bedroom units	1,200 – 1,500 square feet
Four-bedroom units	1,500 – 1,700 square feet

The following guidelines are meant to suggest those elements and attributes most commonly found in resorts within the Elite quality tier. Nothing stated herein should be interpreted as a recommendation by Interval International that units, resort common areas, location-related traits, amenities, or guest services be limited to those specifically listed. Interval's Resort Recognition program tools acknowledge a vast number of amenities and services beyond those noted in this document. Inclusion of amenities and services at a property should be based upon the nature and location of the individual property, with the intention of providing a full range of enjoyable activities to the owners and guests.

## THE INTERVAL INTERNATIONAL ELITE RESORT

Resort evaluation is a blend of art and science. The goal of Interval's Resort Recognition program is to provide its members with the most satisfying vacation experiences possible. With the understanding that multiple factors combine to create an enjoyable stay, the following features and amenities are examples of those considered when determining a resort's Elite status.



### DESTINATION AND RESORT LOCATION

- Found in primary resort destinations
- Beachfront, ski-in/ski-out, in a city center, adjacent to a golf course, or in close proximity to key area attractions
- Surrounding area is safe and complements the vacation experience, whether in a resort or urban setting

### SIZE, STYLE, AND DECOR OF ACCOMMODATIONS/UNITS

- Custom hardwood or local ceramic floors, or deep-pile carpet
- Central air conditioning and heating
- Sculpted crown molding and baseboards
- Leather or high-grade upholstery
- Ceiling heights at least 8 feet (2.5 meters) in all areas; ceiling heights of 10 feet (3 meters) or more strongly recommended
- Gas fireplace
- Tailored curtains and matching valances, and/or premium wood shutters or blinds
- Lighting to include high hats/downlights, and table and floor lamps made of wood, metal, glass, or stone finishes, and with dimming capability
- Wi-Fi
- Cable or satellite television
- Entertainment package to include high-definition televisions (minimum 42-inch) and Blu-ray DVD and audio system in living room
- High-definition televisions (minimum 32 inches) in bedrooms
- All televisions in an enclosed cabinet if not wall-mounted
- In-unit clothes washer and dryer

## THE INTERVAL INTERNATIONAL ELITE RESORT



### KITCHEN AND DINING

- Premium gourmet-appliance package
- Full-size microwave ovens (minimum exterior width: 20 inches or 50 centimeters)
- Full-size refrigerator (minimum capacity: 18 cubic feet or .5 cubic meters)
- Full-size, four-burner stove top and oven (minimum width: 30 inches or 75 centimeters)
- Solid-wood cabinets
- Premium full-height cabinetry
- Soft-close hinges
- Glass-front or wire-mesh doors
- Countertops of marble, granite, quartz, or similar upscale material, with backsplash and custom edge detail
- Lighting: decorative ceiling fixture, ceiling downlights, and/or under-cabinet lighting
- Gourmet cookware
- Premium brand countertop appliances, e.g., toaster, toaster oven, coffeemaker
- High-quality china, glassware, serveware, and flatware matched to unit's sleeping capacity
- Dining seating equal to the unit's sleeping capacity
- Dining furnishings constructed of solid hardwood, premium metal, or stone
- Kitchen-counter eating area
- Separate wet bar
- Variety of wine and cocktail glassware, and designer bar accoutrements, e.g., ice bucket/tongs, coasters, shaker/strainer

## THE INTERVAL INTERNATIONAL ELITE RESORT



### BEDROOMS AND BATHROOMS

#### Master Bedroom

- King-size bed in master bedroom complemented with supplementary seating, e.g., chaise lounge, or chair and ottoman
- Decorative headboard or designer platform bed
- Brand-name pillow-top mattress (minimum height: 10 inches or 25 centimeters) that provides superior orthopedic comfort
- Duvet, triple-sheeted bedding package with decorative accent pieces such as pillow shams, bolster, and throw
- Sheets with a thread count of at least 400
- Separate dressing area
- Master-suite balcony

#### Master Bathroom

- Marble, natural stone, or tile flooring with decorative inlays or patterns
- Premium-wood double-vanity cabinetry
- Countertop constructed of natural stone such as granite or quartz, with decorative edges and backsplash
- Framed, beveled mirror and decorative lighting over sinks
- Designer series surface-mounted light fixtures, makeup mirror with light located at vanity level
- Jetted soaking tub and separate enclosed shower
- Multihead or detachable showerhead
- Designer hardware and fixtures
- Separate, enclosed water closet
- Bidet
- Bath towels of at least 10-pound weight
- Heated floor or towel rack
- Dedicated makeup area

### Guest Bedrooms and Bathrooms

- Upscale plush carpeting, fine-grained hardwood flooring, marble, granite, or other natural-stone tiling
- Queen-size bed or two twin-size beds in each bedroom
- Decorative headboard or designer platform bed
- Brand-name pillow-top mattresses (minimum height: 10 inches or 25 centimeters) that provide superior orthopedic comfort
- Duvet, triple-sheeted bed
- Sheets with a thread count of at least 400
- Full bath accessible for each private sleeping area
- Designer hardware and fixtures
- Vanity area with countertop of marble, granite, quartz, or similar upscale material, with designer edges and decorative backsplash
- Framed, beveled mirror and decorative lighting over sink
- Quality marble, natural stone, or tile flooring with decorative inlays or patterns
- Frameless glass shower enclosure or bathtub shower
- Heavyweight designer bath towels

### Powder Room

- Designer hardware and fixtures
- Vanity area with countertop of marble, granite, quartz, or similar upscale material, with designer edges and decorative backsplash
- Framed, beveled mirror and decorative lighting over sink
- Quality marble, natural stone, or tile flooring, with decorative inlays or patterns



## THE INTERVAL INTERNATIONAL ELITE RESORT

### ON-SITE AMENITIES AND RECREATIONAL FACILITIES

#### Water Features and Surroundings

- Unique or free-form pool
- Adults-only pool/separate children area
- Fountain, waterfall, slide, or lazy river
- Premium hardwood, powder-coated aluminum, or cast-iron patio furnishings
- Cool deck and natural-stone pool surround
- Live trees or custom arbor for shade
- Pool attendant
- Towel service
- Food and beverage service
- Swim-up bar

#### Fitness Center

- Spacious and equipped with an adequate number and variety of cardiovascular equipment such as treadmill, elliptical, stationary bike
- Free weights and benches
- Cardio theater or multiple wall-mounted televisions
- Complimentary headsets
- Towels in workout area
- Chilled water/fresh fruit
- Locker rooms with shower facilities

#### Golf

- Designer-branded golf course
- Clubhouse with food and beverage
- Preferential treatment at local courses
- Premium golf club rentals

#### Other

- Resort amenities are coordinated with overall property theme and vacation experience
- Snack bar
- Game room
- Convenience store featuring upscale branded food and beverages, sundry, and clothing items
- Restaurant providing three-meal service (breakfast, lunch, and dinner) with upscale, resort-casual dinner offering
- Bar or lobby bar
- Self-service or staffed business center
- Owners' lounge or television room



## THE INTERVAL INTERNATIONAL ELITE RESORT

### COMMON AREAS AND GUEST SERVICES

- Inviting, well-marked resort entrance
- Lush and mature landscaping throughout resort with appropriate path and driveway landscape lighting, well-maintained with attention to the local environment
- Unique enhancements creating major impact with the use of greenery, sculpted stone, glass, wood, and/or fine metal pieces as well as floral ornamentation
- Well-maintained buildings and grounds, with like-new finishes
- Architectural detail reflective of local market and culture utilizing native stone, metal, wood, or other elements such as a fire or water feature
- Public areas are coordinated and complementary to the design concept, and executed consistently at the highest quality standard
- Extensive use of custom appointments, furniture, fabrics, signature area artwork, and millwork with wall treatments
- Antiques or custom-designed fixtures
- Fine woodworking, as well as moldings and inlaid woods, with marble, granite, quartz, or similar upscale countertops
- Marble, granite, ceramic tile, or hardwood flooring
- Well-maintained live plants and fresh floral arrangements as well as glass sculptures and silk arrangements as part of decor
- Elevators (in buildings with three or more floors)
- Maintained in a high state of cleanliness

### SECURITY AND SAFETY

- 24-hour security with gated entrance
- Security-camera system is in place or house phones in key areas including swimming pool, parking lot, fitness center, reception, and hallways
- Door-locking system in units, with secondary locking device such as a deadbolt on the exterior door of the unit or electronic card-key entry system with deadbolt

### PRE-ARRIVAL, STAYOVER, AND DEPARTURE

- Front desk staffed 24/7
- Reception and check-in area conveys a sense of arrival
- Staffed to handle peak check-in times
- Comfortable guest-seating areas
- Luggage assistance or bell service available
- Welcome package
- Dedicated concierge for owners and guests
- Pre-arrival provisioning and arrangements offered
- Return transfer confirmed in advance
- Post-visit follow-up by staff

### ADDITIONAL GUEST SERVICES

- Daily housekeeping available
- In-unit guest directory of resort services
- In-unit dining
- Resort shuttle
- Same-day laundry service available

