



RESORT RECOGNITION PROGRAM ELIGIBILITY

Select and Premier level tier recognition is based upon the combination of points received through a resort inspection and, where applicable based upon the number of responses 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 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.

Resorts that have not been inspected within the past 12 months have been assigned a resort inspection score for purposes of initial program participation and placement, based upon their current Quality Resort Rating (QRR) within Interval’s exchange system.

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

TIER	TARGET RESORT INSPECTION SCORE	TARGET OVERALL CSI SCORE	MINIMUM SCORE
Select	560	340	900 points
Premier	640	360	1,000 points

ONGOING PARTICIPATION

All resorts in the Interval network are subject to periodic inspections on a rotating three-year cycle. Additionally, CSI scores will be monitored for service delivery and resort performance at least twice a year. At each regular Resort Recognition program review, resorts that have a CSI decline of five percentage points or more and that experience a drop in combined scoring points to below target minimums for each tier will receive a deficiency notice. These resorts will be re-evaluated during the next scheduled Resort Recognition program review. Resorts failing to accumulate combined target score minimums on re-evaluation will be subject to tier reassignment or loss of Resort Recognition program status.



INTERVAL INTERNATIONAL



INTERVAL INTERNATIONAL SELECT RESORTS:

Provide a great vacation experience.

Are distinguished by a comfortable and home-like atmosphere.

Identified by the pineapple, a centuries-old symbol of hospitality, welcome, friendliness, and warmth.

INTERVAL INTERNATIONAL
RESORT RECOGNITION PROGRAM



As The Quality Vacation Exchange Network, Interval International has been renowned for its high standards for more than 30 years. Its Resort Recognition program establishes standards for resorts in each tier.

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 each 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 SELECT RESORT



DESTINATION AND RESORT LOCATION

- May be found in primary resort destinations or in highly sought-after secondary and tertiary locales
- Located within a 10-minute drive of the area's primary attraction

SIZE, STYLE, AND DECOR OF ACCOMMODATIONS/UNITS

- Commercial grade flooring and wall coverings
- Ceramic tile or laminate counter tops
- Upgraded appliance package
- Laminate or wood veneer cabinets
- Dining seating capacity equal to the unit's private sleeping capacity
- Upholstery: leather or fabric with a minimum 20,000 double rub abrasion rating
- Queen- or king-sized bed in master bedroom
- Premium bedding package
- Bath towels of 8-pound terry weight
- Entertainment package to include large screen televisions in living room and master bedroom, DVD or audio system, and wired Internet access

AMENITIES AND RECREATIONAL FACILITIES

- Swimming pool area
- Standard shape pool
- Durable strap or powder coated aluminum patio furniture
- Pool surround cool deck
- Fitness center with commercial grade equipment
- Range of other amenities

COMMON AREAS AND GUEST SERVICES

- Inviting, well-marked resort entrance
- Well-maintained landscaping
- Attractive and appealing check-in area
- Front desk staffed at least 16 hours a day
- Welcome package
- Dedicated concierge for owners and guests
- Self-service business center
- On-property convenience store
- 24-hour security

