

18. Member Cancellation of A Confirmed Exchange.

A Member may cancel or change a Confirmed Exchange online, by notifying RCI by telephone or in person at RCI, 9998 North Michigan Road, Carmel, Indiana 46032. A Guest cannot cancel a Confirmed Exchange.

A. Upon cancellation, the Deposit Trading Power of the Member's Deposit may be recalculated and RCI may refund the Exchange Fee paid for the cancelled Confirmed Exchange according to the following guidelines:

i. If a Member makes a Confirmed Exchange three (3) or more days prior to the start date and the Confirmed Exchange is cancelled before the end of the next Business Day, the Member will receive a full refund of the Exchange Fee paid and the full Deposit Trading Power used to make such Confirmed Exchange; or

ii. If a Member makes a Confirmed Exchange three (3) or more days prior to the start date and the Confirmed Exchange is cancelled after the end of the next Business Day, and the Member has not purchased Vacation Protection for the Confirmed Exchange being cancelled, the Member shall not be entitled to any refund of the Exchange Fee paid. The Deposit, Deposit Credit or portion thereof used to make the Confirmed Exchange shall be redeposited into the Member's RCI account and the Deposit Trading Power of such Deposit, or portion thereof may be recalculated based on the date of the cancellation unless the Member has purchased Vacation Protection or Trading Power Protection; or

iii. If a Member makes a Confirmed Exchange two (2) or less days prior to the start date and the Confirmed Exchange is cancelled the Member shall not be entitled to any refund of the Exchange Fee paid regardless of when the cancellation occurs. The Deposit, Deposit Credit or portion thereof used to make the Confirmed Exchange shall be redeposited into the Member's RCI account and the Deposit Trading Power of such Deposit, Deposit Credit or portion thereof may be recalculated based on the date of the cancellation.

B. Except as otherwise stated in these Terms and Conditions, when cancellation occurs prior to the start date of a Confirmed Exchange, the Member may request another exchange without making an additional Deposit. The then current Deposit Trading Power, Exchange Fees and policies will apply.

19. Reserving and Cancelling Alternative Inventory.

A. Members in compliance with these Terms and Conditions and all other obligations to RCI may contact RCI or its third-party provider, by telephone or in writing, to make reservations to use Alternative Inventory. Use of Alternative Inventory may require a payment from the Member in addition to or in lieu of a Deposit. Additionally, the Member may be required to pay transaction fees and any and all other applicable fees as may be required by RCI or the Alternative Inventory provider. Payment of all such amounts may be due in full when a Reservation is made. Once Alternative Inventory is confirmed a Confirmation to the Member will be issued.

B. The following cancellation provisions apply to Alternative Inventory reservations, in addition to any terms and conditions of the applicable provider of the Alternative Inventory, including, without limitation, any additional cancellation policies:

i. If a Member makes a Confirmed Exchange for Alternative Inventory three (3) or more days prior to the start date and the Confirmed Exchange is cancelled before the end of the next Business Day, the Member will receive a full refund of the fees paid to RCI for such Confirmed Exchange and the full Deposit Trading Power used to make such Confirmed Exchange; or

ii. If a Member makes a Confirmed Exchange for Alternative Inventory three (3) or more days prior to the start date and the Confirmed Exchange is cancelled after the end of the next Business Day, the Member shall not be entitled to any refund of the fees paid to RCI for such Confirmed Exchange. The Deposit, or portion thereof used to make the Confirmed Exchange shall be redeposited into the Member's RCI account and the Deposit Trading Power of such Deposit may be recalculated based on the date of the cancellation; or

iii. If a Member makes a Confirmed Exchange two (2) or less days prior to the start date, and the Confirmed Exchange is cancelled, the Member shall not be entitled to any refund of the fees paid to RCI for such Confirmed Exchange, regardless of when the cancellation occurs. The Deposit or Deposit Credit, or portion thereof used to make the Confirmed Exchange shall be redeposited into the Member's RCI account and the Deposit Trading Power of such Deposit, Deposit Credit or portion thereof may be recalculated based on the date of the cancellation.

In cases where Vacation Protection or Trading Power Protection applies to an Alternative Inventory reservation and such protection has been purchased, the above referenced cancellation policy may not apply.

The terms listed above may not apply to special programs offered by or through RCI, such as nonrefundable programs.