

ENDLESS VACATION

Issue 2, 2012

PLAY | EAT | SHOP | RELAX | EXPLORE

A burst of city lights

Be awed by flickering city lights, bask in the gleam of sunny beaches and indulge in sizzling exotic delights

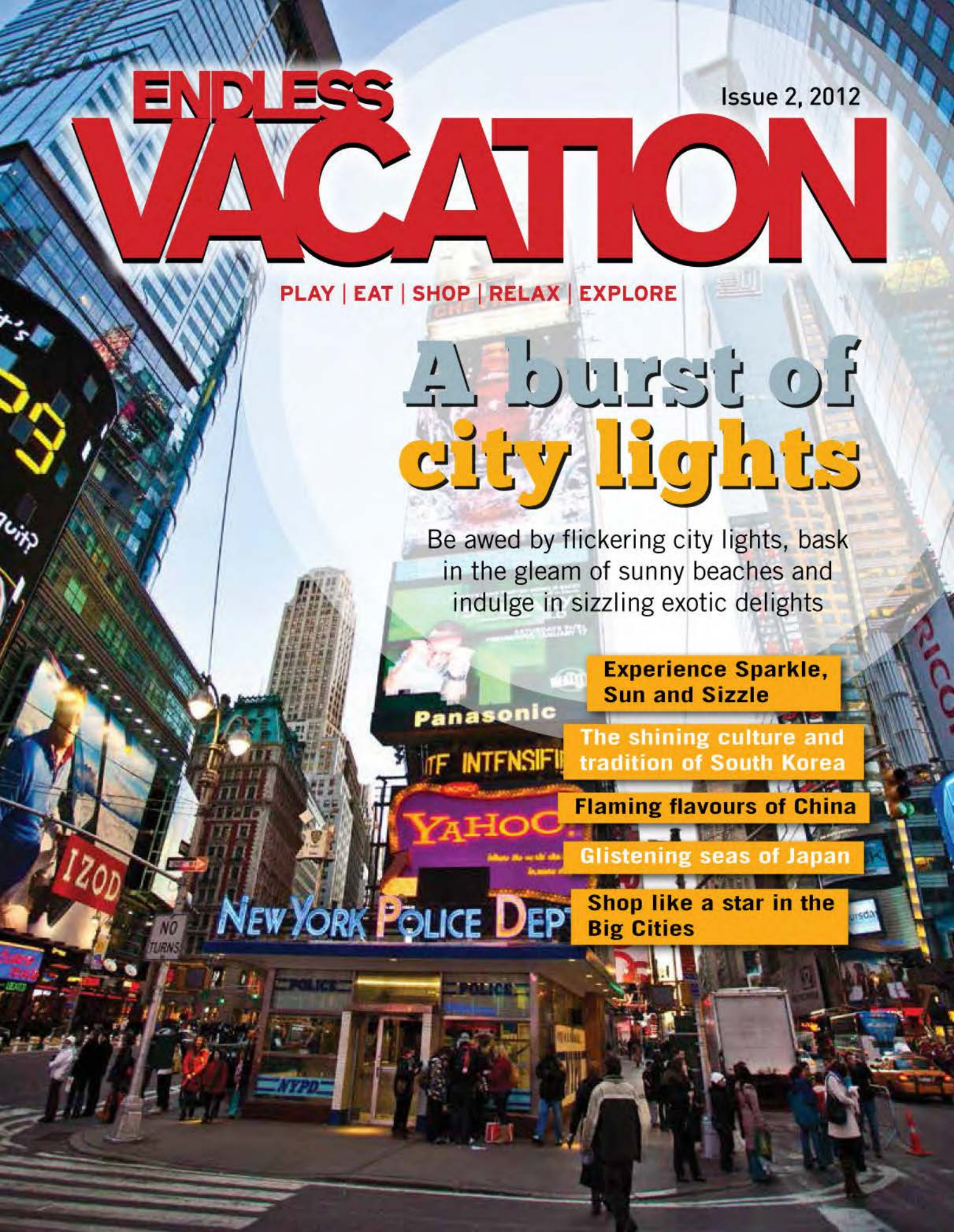
Experience Sparkle,
Sun and Sizzle

The shining culture and
tradition of South Korea

Flaming flavours of China

Glistening seas of Japan

Shop like a star in the
Big Cities



EDITOR'S NOTE


Mortals like us sure wonder how celebrities spend their time away from the klieg lights. Who wouldn't want to have priority accommodation to the world's most breathtaking destinations or experience VIP treatment to the trendiest shops? Wherever they go, stars radiate the brightest light that keeps everyone in awe. And for anyone who's not in the business of show business, it's a dream come true to be treated like royalty and shine even just for a day of getaway.

We may never get to be a celebrity, but we sure can be like one. In this issue of Endless Vacation, you can glisten like a true star and experience the radiating beauty of our featured destinations. Sparkling beach getaways that will bring out the Angelina or Brad in you, an explosion of flavours that will surely tickle your palate, and a dazzling shopping experience that will definitely make the paparazzi click away once you step in one of our shopping must-visits.

Experience the beautiful beaches of Port Macquarie in Australia that will let you soak in the shining allure of the seas. The sparkle of great scenic attractions of Chungju in South Korea is hard to ignore and will leave you asking for more. Radiate with fun and adventure in the waters of Kyotango-shi and Shirahama in Japan, where you can get your fill of watersports and other forms of exciting pursuits.

Dine like a star and indulge in a fiery feast at Chongqing in China with its diverse range of savoury hot cuisine. If shopping is solely in your vacation agenda, make it all glitz and glamour in New York and Pennsylvania, where the best shopping finds await you.

So for your next vacation, why not make it in glittery fashion and be dazzled by these destinations? Jet set in style and experience the sparkling beauty of the world's most exciting getaways.


Jeremy Lee
Editor

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LEGEND

Look for these symbols throughout the magazine.



Kyotango and Shirahama: The Waters Beckon

With its unique beaches and beautiful coasts, Kyotango and Shirahama are havens for those who love the water.

Kyotango, a sea lover's paradise

At the heart of Japan's Kyoto Prefecture is **Kyotango**, a city established in 2004 as the towns of Mineyama, Omiya, Amino, Tango, Yasaka and Kumihama were merged as one.

Located on the coast of the Sea of Japan and on the western side of the Tango Peninsula, Kyotango is popular for its fantastic coasts. Plan a sailing trip, go for swim or simply marvel at the beauty of it all.

Sail away

Go for a sailing trip around the peninsula and set your sights on a prominent landmark, the **Kyogamisaki Lighthouse**, which stands on the northern tip of the Tango Peninsula at 140 meters above sea level. The lighthouse has been guiding ships crossing the Sea of Japan since 1898 – its light can be seen from as far as 55 kilometers away.

Photograph amazing seascapes

Take photos of Tango Matsushima's beautiful coast. An inlet surrounded by wind-sculpted rocks, a Tango Matsushima sunset is truly a sight to behold. Cherry blossoms also grace the area with their enchanting presence when in season.

Soak up the sand, sea and surf

Swim and sunbathe to your heart's content at Kotobikihama Beach. Named from the Japanese words Koto (a traditional harp), Biki (play) and Hama (beach), this beach is known for the harp-like sound created as one walks on the sand. A popular location for beach lovers and samurai movies, Kotobikihama also evokes the quintessential Japanese scenery, with pine trees dotting the coast. A nearby museum showcases rocks and other elements unique to the area.

Approximately 100 kilometers south



“ Experience the beauty of nature, and in doing so, you learn about yourself. ”

- Japanese proverb -

of Osaka is Shirahama, a popular resort destination. Shirahama (white beach) refers to its half a kilometer long beach strip frequented by beach lovers. Fireworks exhibitions are held along the beach every night during summer.

Just as famous as the beach are Shirahama's therapeutic onsens (hot springs). There are more than 3,000 onsens (hot springs) in Japan, and some of the best can be found here.

Take a dip

Experience the unique combination of going back and forth a beach and an onsen at **Shirasuna**, a hot spring by the beach. Shirasuna has a large bath that can accommodate about 100 guests. Like Shirasuna, **Sakinoyu** is also an onsen located right along the seashore and offers spectacular views of the ocean.

Stroll along the coast

Senjojiki, or “One Thousand Tatami Mats” in Japanese, best describes the flat, sheet-like rocks that embrace the Shirahama coastline. Venture out to the rocks, listen to the crashing waves and take in the awe-inspiring landscape.

Onsen Safety

A hot spring bath is indeed a delightful and relaxing experience, but must be done with extra care:

- Have a chat with the staff and mention any medication you are taking, if there are any. A quick routine check-up prior to a visit would be best.
- Each soak should not last more than 15 minutes.
- The water temperature must not be higher than 40 °C; avoid abrupt changes in temperature prior to and after bathing.
- For best results, schedule a visit early in the morning or late in the afternoon.

STAY

Hotel Resorpia Kumihama (#1019)
Kyoto-Fu, Japan
www.resorpiahotelkumihama.hotelsone.com

XIV (Eksiv) Shirahama (#1871)
Wakayama-Ken, Japan

STAR-SPANGLED SHOPPING

Raid the racks of New York and Pennsylvania for great retail finds

“If you think the United States has stood still, who built the largest shopping centre in the world?”

- Richard M. Nixon -

STAY

The Villas at Tree Tops (#251)
Rte 209, Bushkill, Pennsylvania 18324
<http://treetopsfairwayvillas.com/tfv/>



Apart from the scenic attractions, bordering states New York and Pennsylvania are teeming with shopping destinations where shopaholics can definitely have a field day. From antiques to fashion finds, there is definitely something for every kind of shopper at these east coast states.

Shopping mecca at the Empire State

New York is an eclectic mix of culture, chow, sights and sounds. It also boasts of a diverse range of shops that fit any budget.

For fashionistas who live and breathe designer labels, **Fifth Avenue** is a must-visit with high-end stores like Saks Fifth Avenue, Louis Vuitton and Prada. More designer brands are at **Madison Avenue**, which houses Barney's, Carolina Herrera, Calvin Klein, and Hermes. The **Meatpacking District**, once the centre of the meat industry, has been transformed into one chic fashion strip with boutiques like Stella McCartney and Alexander McQueen, and the Apple Store. **SOHO** also boasts of high-fashion boutiques like Bloomingdale's and Chanel, while **Macy's** carry brands like Ralph Lauren and Donna Karan.

Union Square is home to the Greenmarket, where you can buy the freshest local and organic food and flowers. For one-of-a-kind items, head off to **NoLita** (North of Little Italy), housing unique

boutiques as well as shoe stores, and jewellery shops. Over at **Chelsea Gallery District**, store-hop for your next art purchase with its bevy of art galleries. For thrift shoppers, there's **Century 21** for designer labels at 40% off. **Buffalo Exchange** on Manhattan's East Village, meanwhile, offers vintage clothing and accessories.

Great finds at the Keystone State

On the southern border of New York, Philadelphia in Pennsylvania is worth a visit, with shops that offer unique buys from local shops and home-grown designers.

Boyd's is a great place to look for tailored menswear. **Sweet Jane** offers great vintage finds like Jackie Kennedy dresses and buckskin men's shoes. **Joan Shepp** is the place to go for high-end brands at discounted rates. For a wider selection of items, visit The **Shops at Liberty Place** or **Wanamakers**, Philly's first department store. **King of Prussia Mall** is a premier shopping destination with labels like Tory Burch and Neiman Marcus. For antique collectors, the **Antique Row** boasts of numerous high-end stores and curiosity shops. **9th Street Italian Market** and **Reading Terminal Market** are the best stops for local produce.

Prepare to loose those purse strings and scour these stores for items that will tickle your fancy.

Shopping Tips

- Wear comfortable shoes and dress in an outfit conducive for trying on clothes.
- Bring your credit cards especially when shopping in New York. Bringing big amounts of cash is not safe when strolling the streets for your next shopping stop.
- Shopping for clothing or shoes anywhere in Pennsylvania is tax-free.



EAT

Spice up your life



What's cooking in Chongqing?

Hot and flavorful dishes that will keep you coming back for more

Rich in history and culture, Chongqing serves as a manufacturing center and transportation hub. It is likewise known for its fiery dishes.

An offshoot of the world-famous Sichuan cuisine, Chongqing fare creates a ma la (numbing spiciness) sensation in the mouth, which can be highly addictive. Chili oil, powerful Sichuan pepper, sesame seeds, fermented black beans, ginger, scallions and garlic all meld together to give each dish a sharp and pungent kick. Adventurous food lovers will find themselves rewarded with Chongqing's signature specialties.

“To the ruler, the people are heaven;
to the people, food is heaven.”

- Chinese Proverb -



Mao Xue Wang

Decades ago, stories have it that a butcher named Wang experimented with scraps to create a hearty and savory stew; and Mao Xue Wang was born. This popular dish is made with tripe, congealed pig's blood, mushrooms, tofu and a liberal dash of Sichuan pepper and chilies. Maybe not for the faint of heart, but Mao Xue Wang is truly satisfying to those who dare to go beyond the usual.

STAY

HIVC @ Chongqing Sheraton International
Apartment (#C700)
Chongqing, China



Qianzhang

Soybeans are soaked in water, grounded, strained, boiled and restrained repeatedly to create this soft, snow white delicacy. Some locals prefer to slice Qianzhang into slivers and toss it in sesame oil, garlic and chili oil, while others fry it with bacon. However prepared, Qianzhang guarantees to be a delicious treat worth tasting over and over again.

Wanzhou Kao Yu

Fresh fish is seasoned with chilies or fermented black beans and grilled to crispy perfection. The fish is then topped with sautéed onions, garlic and bell peppers, which serve as a delicious counterpoint to rice or noodles.

Hot pot goodness

One would likely come across hot pot restaurants anywhere in the world. What many don't realize is that it originated in Chongqing, originally prepared by fisher folk in the Yangtze River to ward off the frigid winter winds. Soup stock is gently simmered in metal pots in the center of the dining table. Thin slices of meat, seafood, vegetables, noodles, dumplings and condiments are added and cooked within 15 minutes. This is then spiritedly shared among family and friends, creating a warm and welcoming dining experience.



Dan dan noodles

A quintessential Chongqing dish, Dan dan noodles is a must try for true blue fans of spicy cuisine. Fresh noodles are tossed in a flavorful broth laced with a generous amount of chili oil and Sichuan pepper. This is topped by ground pork or beef sautéed in a heady mix of chili oil, vinegar and spices. Dan dan noodles are commonly eaten as a snack but could be a filling meal on its own.

Can't take the heat?

Cool down after eating spicy food with these tips:

- Chew a slice of lemon or lime with the skin on. The oil from the skin relieves the spiciness.
- Nibble on sugar for half a minute.
- Dairy products such as milk, yoghurt, ice cream or cheese neutralize the heat, so have any of these on hand.
- Eat slowly and relish every bite. This keeps the spice at steady but tolerable levels.



RELAX

Unwind Down Under

Teeming with beaches and relaxing sanctuaries, Port Macquarie in Australia is indeed the beach lover's paradise.

“Australia is so cool that it's hard to even know where to start describing it. The beaches are beautiful; so is the weather. Not too crowded. Great food, great music, really nice people. It must be a lot like Los Angeles was many years ago.”

- Mary-Kate Olsen -

There's nothing like a fantastic beach getaway to momentarily escape the hustle and bustle of the city. If you're looking for some much-needed R&R against a backdrop of sun, sand and sea, Port Macquarie in Australia is the perfect destination to rejuvenate and soothe your senses.

Located on the Mid North coast of New South Wales, just four-and-a-half-hour drive from Sydney, the coastal resort town of Port Macquarie has some of Australia's most pristine waterways and breathtaking beaches. With temperatures averaging between 20°C to 32°C during summer, its climate is noted for being one of best in Australia. Thanks to an abundance of superb beaches, Port Macquarie has become a popular destination for travellers and surfers all year round.



Port Macquarie is one of the Australia's best holiday destinations to relax and recharge, offering a bevy of clean and uncrowded beach escapes:

Flynn's Beach

Port Macquarie's most popular family beach features barbecue facilities and shaded picnic areas for families who want to share a good meal and spend some bonding time.

Town Beach

One of Port Macquarie's most popular beaches, this beach is good for sheltered swimming, as it's protected by the rocky outcrop of Flagstaff Hill.

Oxley's Beach

Named after Surveyor General John Oxley, who founded Port Macquarie, this beach is a great area for barbecues and picnics. A pet-friendly beach, you can bring your dog for some leisurely stroll.

Lighthouse Beach

A beautiful long beach situated next to the Historic Lighthouse, it offers great activities for everyone to enjoy. The North of Watonga Rocks is ideal for swimming and surfing, while the South of Watonga Rocks is a good place for walking your dog, horse riding and fishing.

Nobby's Beach and Shelley Beach

Nobby's Beach offers some spectacular views of the coastline, while Shelley Beach is home to Harry's lookout, named after a local legend who has been squatting there since the 1960s.



STAY

Port Pacific Resort (#1816)

Port Macquarie, NSW Australia
<http://www.portpacific.com.au/>

Vacation Village (#0832)

Port Macquarie, NSW Australia
<http://www.classicholidayclub.com.au/>

Village Resort (#1486)

Port Macquarie, NSW Australia
<http://www.villageresort.com.au/>

After basking under the sun and enjoying the waters, pamper your body and re-energise your mind and spirit in one of Port Macquarie's spa havens.

Visit Aqua Vitae Day Spa or Port Macquarie Day Spa to indulge in spa treatments that offer luxurious relaxation.

Port Macquarie also boasts of a wide array of attractions for those looking for great places to explore. Historic sites, national parks, and beautiful nature reserves are a sight to behold. Watersport activities and scenic river cruises offer adrenaline-pumping activities for adventure seekers. Shopping centres, markets, restaurants and cafés are also scattered around the coastal resort town, offering tourists a variety of choices for shopping and dining.

Plan your vacation around summer, which is between December and February in Australia. Prepare to be mesmerised by its stunning beauty and experience a one-of-a-kind relaxing rendezvous in the beautiful Port Macquarie.

Beach & Sun Safety Tips

- The sun in Australia is intense, so be cautious while spending long periods of time outdoors. Avoid sunburn by applying sunscreen lotion with a sun protection factor (SPF) of at least 15+ or more, and reapply every few hours, especially when the sun's rays are at their most damaging, which is between 10 a.m. and 3 p.m., and more frequently if you're swimming, sweating or towelling off. Also wear sunglasses with UV protection and hat.
- Swim or surf at a beach patrolled by lifesavers. Swim only in areas marked safe.
- Don't swim under the influence of alcohol or drugs. Don't run and dive into the water.
- Accompany young children and weak swimmers when they go into the water, especially in surf beaches, where the waves are much more powerful.



Chungju calling

Heed the call of adventure in this South Korean city

Chungju city in South Korea is impressively filled with great locations for visitors who want to experience unforgettable explorations. Located in North Chungcheong province, about an hour's drive from Seoul, Chungju is a beautiful town that is fast becoming a popular Asian destination with its abundance of tourist spots.

Chungju is notably known as the hometown of current UN Secretary-General Ban Ki-moon. It is also one of the world's largest producers of apples. Chungju also has the largest multipurpose dam in South Korea – the Chungjuho – which links Chungju with Jencheon and Danyang cities and holds the largest body of fresh water, the man-made Chungju Lake.

Whether it's summer or winter, have your dose of exciting pursuits at these must-visits in Chungju:

Chungju Lake

Considered the best lakeside resort area in the country, Chungju lake offers a variety of recreational, sports and entertainment facilities. You can take a boat cruise to enjoy its lakeside scenery, or go wakeboarding, water skiing, or hovercraft riding.

Tangeumdae

Visit this shrine on a hilltop, whose name means "the hill where the gayageum was played," where the

legendary musician Ureuk used to play his gayageum, a traditional Korean zither-like string instrument. Catch outdoor concerts being held here in the summer.



Liquorium

Touted as the world's first liquor museum, this gallery exhibits wine, beer, Asian liquor and aqua vitae. You can also learn about different drinking cultures worldwide.

World Martial Arts Festival

Being the home of Korea's martial art taekwondo, Chungju marks this festival every October where you can watch exhibition bouts on different martial arts, like taekgyeon, said to be the predecessor of taekwondo.

STAY

Kensington Resort Chungju (#3697)
Chungcheongbuk-Do, South Korea
<http://www.kensingtonresort.co.kr/>

Sajo Ski Resort

If you happen to visit Chungju around December to early March, you should drop by this ski resort. Choose from the seven slopes with different levels, which are accessible by four lifts. You can also go night skiing and enjoy the cool breeze as you slide down the slope.

Suanbo Hot Springs

Try hot springs bathing at this famous oncheon (Korean outdoor hot springs), which said to began spewing water over 30,000 years ago. Having an average temperature of 127°F (53°C), you can relax under its rejuvenating waters.

Apart from these locations, you can also enjoy other activities like hiking at the Woraksan National Park, spend a day of fun at Everland Theme Park, or learn about Korean customs at the Korean Folk Village. Don't forget to try local dishes like thejuk (traditional Korean rice porridge), haejanggook (spicy seafood hot pot), and of course, the Chungju-grown apples.

Whatever time of the year, you will always find exciting things to discover in Chungju. Brace yourself for a great getaway into one of South Korea's most beautiful cities.



“A lake is the landscape's most beautiful and expressive feature. It is earth's eye; looking into which the beholder measures the depth of his own nature.”

- Henry David Thoreau -

Chungju Dos and Don'ts

- Tipping is not required nor expected in Korea. But expect a compulsory 10% service charge added to your bill if you're staying in one of the major hotels.
- You can haggle for discounts in open markets, but do so politely.
- Learn useful phrases like kamsa hamnida (thank you), anyong haseyo (hello or how are you), olma eyo (how much?), kkakka juseyo (please discount it), jo hayo (I like it or it's good or okay), and mashi soyo (tastes good or delicious).

RCI Go Green



It has been four years since RCI Asia Pacific launched its "Go Green" initiative. Throughout this period, we have kept our pledge of changing the way we operate for the betterment of the environment and the mitigation of climate change.

The RCI staff is continuously encouraged to participate in "Go Green" activities and games that are related to their daily working environment. We see staff converting their old organizers into notebooks, recycling used paper

into notepads, and saving old festival decorations so they can be used again for the next year.

This year, we also roped in our members to join our "Go Green" contest. We encouraged them to send us pictures of themselves, friends or their family members dressed in green and share how they are going green and reducing their environmental footprint. The best three entries stand to win a set of Tap Water Purifiers!

Below is the winning entry:

“About three years ago, we started with composting. Food/kitchen waste such as vegetables and fruit wastes were collected in a gallon of ice cream container (by that time the food wastes have turned brown and organic) which would be added to a gallon of soil in a bin and then topped with another gallon of sawdust. We then covered this in a bin and waited at least 2-3 weeks until the soil becomes organic. We then mix up the organic soil and add it to our plants, fruit trees and flowers. Our trash has greatly reduced because of composting and waste segregation.

We have gone green at home/office by changing our lights to LED, recycling used paper into scratch/memo pads, cutting out decor from old Christmas cards into bookmarks or as deco for office material, using eco bags as shopping bags instead of plastic, planting herbs like lemongrass, dill, curry, pandan, etc., in pots for use in cooking, doing our laundry manually and drying out clothes naturally.

- Mary Elaine Friend

Here are some tips on how you can **Go Green** on your next RCI holiday:

•Use Public Transportation

Instead of renting a gas-guzzling car that will emit greenhouse gas emissions, try taking trains, buses, monorails, ferries or subways.

•Conserve In-Room Energy

Remember to turn off the lights, TV, and air conditioning when you leave your room.

•Rent a Smart Car

Choose a hybrid or a compact model that will consume less gas. Make it a point to drive within the speed limit to reduce carbon dioxide emissions.

•Pack Light

Try not to bring more luggage than you need. This extra luggage adds weight to the airplane, buses, cars and other means of transportation you use, thus requiring more energy, and emitting more greenhouse gases, as it transports you from place to place.

•Consume Locally

Choose locally - grown foods like meats, vegetables, fruits and wines, instead of imported foods that are the result of long-haul shipping and handling.

•Take Digital Shots

Use a digital camera to capture your great holiday pictures rather than a disposable camera or an old-fashioned one that uses film. Try to use rechargeable batteries instead of disposables ones too!

RCI Roadshows

Shanghai Roadshow 2012



Manila Roadshow 2012



Contact Centre Association of Singapore (CCAS) Awards 2012

RCI Asia was recently recognized as one of the “Best In-House Contact Centre of the Year” among more than 100 participating companies across Asia at the 12th Annual Contact Centre Association of Singapore (CCAS) Awards Night. In addition, CCAS honored RCI Asia with two further team awards for the “Best Contact Centre Employee Recruitment and/or Retention Program” and the “Best Customer Experience Delivered.” Within the Individual Categories, CCAS recognized two of our very own RCI Asia associates as the “Best Team Leader of the Year” and the “Best Customer Service Professional of the Year,” competing and winning against contact centre personnel from all industries.

All of the participants displayed dedication and commitment during the preparation, rehearsal and award presentation, and truly embraced the mentality, “We are in it to win it.” It is with pride that we congratulate all of the winners, as well as thank them for contributing five new honors to RCI’s award-winning history.



Best In-House Centre



Naruechol Galchana (Vacation Guide, Member Services)



Edward Jay Alverno (Contact Centre Manager)

The CCAS is a non-profit educational organization with a mission to develop the awareness and professionalism of the contact centre industry in Singapore through networking, education and research. The CCAS Awards Program identifies and publicly recognizes individuals, programs and centres that have achieved excellence in the above areas. In the 12 years since it began, the Awards program has grown in prestige, and winning an award is renowned in Asia as a distinct honor.

Winning List

Corporate Category

Best In-House Contact Centre (20-100 seats)

Bronze Award

Represented by Ang Cheng Sim (Director of Operations), Edward Jay Alverno (Contact Centre Manager) and Cindy Yeo (Human Resources Manager)

Special Programs Category

Best Contact Centre Employee Recruitment and/or Retention Program

Bronze Award

Represented by Cindy Yeo (Human Resources Manager), Edward Jay Alverno (Contact Centre Manager) and Ang Cheng Sim (Director of Operations)

Best Customer Experience Delivered

Bronze Award

Represented by Laura Fernando (Organization Capability & Effectiveness Associate), Edward Jay Alverno (Contact Centre Manager) and Nur Huda (Project Lead)

Individual Category

Best Contact Centre Team Leader of the Year (20-100 seats)

Bronze Award

Shandy Tan (Team Leader, Member Services)

Best Customer Service Professional of the Year (20-100 seats)

Bronze Award

Naruechol Galchana (Vacation Guide, Member Services)



Winners of Contact Centre Association of Singapore (CCAS) Awards 2012

NEW RESORT UPDATE



Tai-Pan Resort and Condominium (#C784)

Thailand royalty's seashore destination of choice, Hua Hin is graced by a beautiful beach, perfect for sunbathing, snorkeling and swimming. It also sits near the Black Mountain Golf Course where one can have a relaxing game and the Water Park where one can have great family fun. Other attractions near the resort are the Hua Hin Vineyard, Pala-u Waterfall and Hua Hin floating market. Whether you are seeking for a sanctuary to relax or an action packed adventure, you will find Hua Hin ideal with its spas, caves, peaks and nearby national parks. In the evening, you can also enjoy a stroll along the winding roads, visit the shops, or sample superb seafood and legendary Thai cuisine at local restaurants perched on stilts above the sea.

RESORT HIGHLIGHTS

Immersed in idyllic natural surroundings, the resort is a haven of tasteful simplicity where you can experience utmost privacy. Set in one of the most beautiful valleys of Hua Hin, the resort boasts spectacular views overlooking the world-class Black Mountain Golf Course and the Queen of Thailand New Palace Park. Guests enjoy the warm hospitality, including access to all common facilities, areas and services. Sun, splash and relax at the outdoor swimming pool, and at

mealtime, indulge in your choice of Thai or international cuisine at the on-site restaurant.

UNIT HIGHLIGHTS

All units are designed with a contemporary modern style. For comfort, guests enjoy individually controlled air conditioning as well as kitchen facilities for mealtime convenience. All units stay connected with high-speed Internet and TV with international channels. As an added touch, all units feature private balconies.



Only have a week holiday, but can't decide on which type of holiday you want?
With **SplitWeek Exchange**, you can do more.

NOW YOU CAN...

- ✓ Take a 3 to 4 nights stay, instead of the full week exchange
- ✓ Take 2 short holidays instead of just 1
- ✓ Travel to 2 different destinations instead of just 1
- ✓ 2 different holiday in 2 different period
- ✓ Enjoy greater flexibility and an additional holiday option
- ✓ Manage a busy schedule with a quick holiday



Understanding Deposit Credits

RCI wants to make sure you have the most choices possible when searching for your vacation*. And with the new, more flexible options available to you, you'll have more choices than ever before! Now, you will have all new options when choosing your vacation and using your Deposit. We want you to get the most benefit possible out of your deposit!

► What is a deposit credit?



You receive a Deposit Credit when you exchange your Deposit for an exchange vacation with lower Exchange Trading Power than your available Deposit Trading Power. The difference in trading power is put back on your account in the form of a Deposit, to use toward future exchanges. This "left over" Deposit Trading Power is known as a Deposit Credit.

This "new" Deposit can be found on your account by clicking on the "Manage Your Deposits" tab. It will be listed as "Deposit Credit" along with your other eligible Deposits. You will see the trading power value of the "new" week listed to the right of the Deposit Credit.

The Deposit Credit will have the same travel window as the original Deposit. For example, if you exchange using a Deposit that has a travel through date of December 31, 2012, and receive a Deposit Credit, you will be able to use that Deposit Credit toward another exchange through December 31, 2012.

Deposit Credits give you more options than ever before and can get you on even more vacations! When searching for an exchange, consider looking for what you need, not necessarily something identical to what you own.

For example, if you own a two bedroom unit but there are only two of you traveling, you may be comfortable in a one bedroom or studio unit. By trading-down into what you need, you will be more likely to receive a Deposit Credit and increase your vacation options for the future.

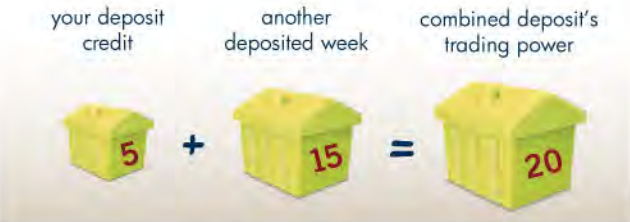
► What can i do with my deposit credit?

You can use your Deposit Credit in one of two ways:



Exchange it for Another Vacation*

You can use your Deposit Credit on its own to book a second vacation of equal or lesser value than the credit. So, essentially you can get two vacations for using just one week.



Combine it with another Deposit.

You can combine your Deposit Credit with another Deposit, including a Combined Deposit or another Deposit Credit, to increase that Deposit's Trading Power. With higher Deposit Trading Power you will have access to an exchange vacation with higher Exchange Trading Power than that of your original Deposit. This can give you access to more exchange options than you had previously.

Additional tips

If you have a Deposit with a travel through date that is farther out than your memberships' paid thorough date you will not be able to book any exchanges with a start date beginning after your membership paid through date. By renewing your membership beyond the travel through date of your deposit, you will be able to book all exchanges available for that deposit.

RCI PLATINUM

ENJOY THEM ALL YEAR LONG!

WHILE ON VACATION!

LIFESTYLE BENEFITS

PRIORITY ACCESS

You'll be among the first in line when it comes to exchanging for sensational upscale hotels and resorts in destinations such as Chicago, San Francisco, Singapore and Hong Kong. RCI Platinum members benefit from Priority Access to specially-acquired exchange vacations in highly sought-after destinations in many different locations.

PLATINUM CRUISE EXCHANGE

Book a cruise with RCI Platinum Cruise Exchange at the exchange fee of \$199 (compared to \$388 with RCI standard membership). It also gives you the exclusive ability to exchange with a Deposit Trading Power of just 7 (compared to a Deposit Trading Power of 14 with standard RCI membership).¹

Golf – Exclusive and customised Golf Vacation Packages featuring some of the top and exotic golf locations in Asia.²

Limousine Services – Enjoy personalised services with Limousine and Airport Transfer Services with discounts off on all major type of vehicles in Europe, Middle East, Africa, Latin America, Australia, New Zealand and Asia.⁴

Car Rentals – Enjoy Premium services and discounts off car rentals in the USA, Canada, Europe, Australia, New Zealand and Asia with first class and preferred service. No queues, no paperwork.¹

UNIT UPGRADES

RCI Platinum members have the opportunity to receive complimentary unit upgrades if a larger unit becomes available within two weeks of check-in. That means even more room to relax and enjoy your vacation without paying additional fees. Simply indicate that you are interested in a unit upgrade, and we'll do the rest. As soon as a larger unit becomes available, you'll receive a revised confirmation without the hassle.*

PLATINUM REBATES

Receive Platinum rebates on each of the following RCI transactions: earn a \$25 rebate when you give the gift of vacation with an RCI® Guest Certificate toward accommodations, or a \$30 rebate when you book an Extra VacationsSM getaway or when you combine multiple deposits or Deposit Credits. It's easy to earn! Your rebates are automatically credited back to your RCI Platinum account to use for future RCI transactions.

Premium Residences – Premium hotels and serviced apartments with specially priced accommodation in various locations in the Asia Pacific and Europe.²

Something to Note: Most RCI Weeks subscribing members can upgrade to RCI PlatinumSM membership at any time, so long as it is at least 5 months of paid membership. Contact RCI to start enjoying the benefits of RCI PlatinumSM membership today!

* Additional housekeeping or other resort-specific fees may apply based on the increased unit size. These vacations are limited. Destinations and travel times are subject to availability and confirmed on a first come, first served basis. Offer includes only accommodations and specifically excludes travel costs and other expenses that may be incurred. Taxes, additional fees and charges may apply. All-inclusive resorts may charge a mandatory all-inclusive fee. Other restrictions may apply.

¹ Available to RCI PlatinumSM Members only. An exchange of a qualified Deposit with a Minimum Deposit Trading Power of 7 is required (subject to change at the sole discretion of RCI).

² Information about such benefits is based on information obtained from the applicable providers. RCI is not responsible for, and shall have no liability for any inaccurate, incomplete or misleading information regarding products or services that are not provided directly by RCI. Additional terms, conditions and restrictions may apply to any such benefit, as determined solely by the applicable provider, and are subject to change at the sole discretion of the provider.

RCI.COM is Now Available in Chinese!



Benefits

- Manage and view your account details
- Search for the resort availability anytime anywhere
- Search and book Extra VacationsSM Getaways
- Get our best prices for vacations by booking online

How to Register an Account



Step 1

Log on to www.rci.com, select China-Simplified Chinese, click Register Now.

Step 2

Select Weeks Members, enter your Member ID number, name and Contact Information including your Email Address then submit.



Step 3

Read the Terms & Conditions and Click "I Accept" to complete the registration process.

Final Step

Activate your account via your confirmation email received and start searching and booking for your holiday now!



Northern Europe cruises

from
USD \$3727*_{pp}

Northern Europe's coastline contains some of the most beautiful landscapes in the world. A Northern Europe cruise will begin the discovery of charming Scandinavian cities, stunning landscapes and Old-World Baltic capitals.

Sail in luxury, getting up close and personal with spectacular fjords to view age-old glaciers, towering mountains and extraordinary arctic scenery.

Now you too can discover a side of Europe that only a special few will experience.

For all booking
enquiries call the
RCI member
services hotline

10 Nights Luxury Northern Europe Cruise on board Azamara Quest

Sailing between Southampton and Stockholm
Departure: June 2013 • Balcony Stateroom Twin Share
Was from \$4986* USD per person

Now from USD\$4379*_{pp} with Exchange†
Save over \$1200 USD per couple

9 Night Northern Europe Cruises on board Norwegian Star

round trip Copenhagen • **Departures:** May to September 2013
Deluxe Owner's Suite with Balcony Twin Share
Was from \$4328* USD per person

Now from USD\$3727*[^]_{pp} with Exchange†
Save over \$1200 USD per couple ([^]tips included)



RCI Fees

RCI EXCHANGE FEES (Effective January 1, 2012)

RCI EXCHANGE FEES	Contact Centre	Online (www.rci.com)
Asia	S\$188	S\$168
International	S\$388	S\$338

*Only applicable for Selected Asia Resorts.

RCI CANCELLATION POLICY (Effective January 1, 2012)

If a Confirmed Exchange is Cancelled the Full Exchange Fee will be forfeited.

MEMBERSHIP FEES*

1 Year	3 Years	5 Years
S\$150	S\$360	S\$500

*Subject to GST charges for Singapore members.

PLATINUM FEES

1 Year	3 Years	5 Years
S\$50	S\$150	S\$250

SPACEBANK EXTENSION

3 Months	6 Months	12 Months
S\$30	S\$60	S\$120

OTHER TRANSACTIONAL FEES

Guest Certificate	Reinstatement Fee	Combine Fees
S\$70	S\$360	S\$135

*Cabin type / pricing subject to availability at the time of booking. †Cruise exchange TP14 + exchange fee payable. Taxes & gratuities may be additional. Price shown is current at the time of print.