



## ***Flexible Use Program***

### **What is The Charter Club of Marco Beach® Flexible Use Program?**

- The Flexible Use Program is an ownership program designed to give an owner more flexibility when planning their vacation.

### **What are the benefits of Flexible Use?**

- You own a 'share', rather than a *specific* week, so you are not locked into a particular week or unit.
- You may plan your vacation to fit your family's busy schedule.

### **What do I own and what can I do with it?**

- You own a deeded week and week at The Charter Club of Marco Beach®. Once a reservation is made, it can be rented, exchanged, bequeathed, resold, or better yet, *used* by you to enjoy!

### **How do I use my flexible week?**

- You are responsible for submitting a written Flexible Reservation Request form to the resort each year. Your **DEEDED WEEK AND UNIT IS NOT YOUR CONFIRMED RESERVATION**. For your convenience, flexible use forms are also available on our website [[Charterclub.hgvc.com](http://Charterclub.hgvc.com)] Select: 'HOA updates', then 'frequently used forms'.
- You may mail, e-mail or fax your form to your home resort. Suggestions: by mail, we suggest a delivery confirmation or signature required. By fax, please call and confirm that your fax arrived. Be sure to keep your confirmation. By e-mail, please make sure you get a reply back; do not *assume* your email was received.
- Your request will be confirmed no earlier than January 1 of the year prior and no later than (10) days prior to the week of your choice provided it is still available. The earlier you send in your form the better. We start accepting forms on October 1.
- You may choose week 1, 2, or any weeks between 17 and 51. *Weeks 52 and 3 through 16 are fixed weeks only.*
- The \$20 Flex Fee is included in your Maintenance fee bill.

### **What are the rules of Flextime ownership?**

- You will be confirmed into a week and unit based on availability.
- **During holiday and HIGH DEMAND periods**, your use of ownership is restricted; you may not book the same time more than two consecutive years. This simple rotation procedure allows a fair opportunity for all members to enjoy a high demand week.
- There is an administrative fee to change a confirmed reservation.
- There is no carry-over or accrual of unused time to subsequent years for ownership not affiliated with and exchange organization. Owners who do not book in a timely manner may lose the use of flex time for that year.
- If an owner is not able to make satisfactory reservations, they are not relieved of their obligations to pay all necessary fees associated with the ownership week.

### **How do I rent my Flexible Week?**

- After you have a confirmed reservation, complete a Hilton Grand Vacations Company Exclusive Timeshare Rental Contract.
- Mail, e-mail or fax this signed document to the address, fax and phone numbers located on the top of the Exclusive Timeshare Rental Contract.
- It is not a confirmed listing until you receive a contract back that is signed by the rental department.

### **How do I exchange my flexible week?**

- For an **RCI EXCHANGE**, do not choose a week. The Charter Club of Marco Beach® will assign one for you. Be sure to provide your RCI ID number.
- For **HILTON GRAND VACATIONS CLUB**, be sure to include your HGVClub member number. The Charter Club of Marco Beach® will reserve a unit with the highest point week available at the time and trade it for points that will be applied to your account.
- If you are a **HILTON GRAND VACATIONS CLUB** member and want to use your week for RCI instead of HGV points, you will receive a week, unit and instructions on how to request this by calling HGVClub.
- In the special case that you are a **Hilton Grand Vacations Club member** and a **FULL member with the RCI program** and you in fact want a FULL trade with RCI instead of HGVClub points, you will submit your reservation form and provide your RCI member number on the RCI line. The reservationist at your home resort will handle this request.

### **How do I contact The Charter Club of Marco Beach® if I have any questions?**

- Contact the resort directly: Front Desk: phone (239) 394-4192 or fax: (239) 394-4327
- Reservations: Allison Foster (239) 394-4192 ext. 3004 or e-mail: [allison.foster@hgv.com](mailto:allison.foster@hgv.com)
- Sales: Jeanne Shook (239) 394-4192 ext. 3005 or (239) 642-1210 e-mail: [jeanne.shook@hgv.com](mailto:jeanne.shook@hgv.com)