

HOW TO MAKE A REQUEST:

1. First, select the vacation area or areas you wish to visit.
2. Choose the dates that you wish to travel and the number of persons in your party.
3. Follow the guidelines for Standard Exchange, Instant Exchange or Bonus Time.
4. You may submit your request in writing by mail, fax or e-mail. Or visit our website to submit our online form. Please one method only!
5. You may cancel or change your request at any time before it is confirmed. If you no longer wish to or cannot travel the dates you have requested you must call us to cancel the request prior to being confirmed.
6. A representative will call you when your request is confirmed. If you accept the confirmation we will ask for your credit card for payment (Visa, MasterCard or Discover). It is then time to make airline reservations or other travel arrangements.
7. Remember, *once your request is confirmed, there will be no refunds.* When you make a request be sure it is where and when you want to travel. If you need to cancel be sure to do so before your request is confirmed.

Confirmation: Requests must be paid for at the time of confirmation prior to written confirmations being issued. All pertinent resort information is furnished on or with a confirmation. All confirmations are final, non-transferable and non-refundable.

Fees are subject to change without notice. Once a request has been confirmed as you requested either verbally or in writing, the fees charged are non-refundable.

Vacation Areas: We work with a varied number of resorts in each vacation area. To give you the most flexibility we use vacation areas rather than requesting a specific resort. Requesting a specific resort limits your possibilities for confirmation.

Flexibility: It is recommended that you request several different areas and a range of dates. We cannot guarantee a particular request will be fulfilled. The greater the flexibility of your request, the greater the opportunity to confirm you into a desired area.

Planning Ahead: Standard Exchange you may place your request 2 years in advance down to 60 days prior to check-in and Season for Season (high season for high season) Occupancy for Occupancy (Sleep 4 for Sleep 4) prevail. Your deposit must be like or better.

Instant Exchange is requested up to 59 days in advance down to 15 days. Instant Exchange requires the deposit of a week, however: Seasonality and Occupancy rules are waived.

You may use either Deposit First or Exchange First: Deposit First will be accepted up to two years in advance. The earlier the deposit the more valuable the deposit is. Once your week is deposited with DVU the week is then in the total control of DVU.

Exchange First: DVU Members may request an exchange prior to depositing the week with DVU, however; the Deposit First Exchanges have a higher exchange possibility.

Fees for exchange: \$125 for USA and Canada, \$150 for International locations. No upgrade fees are charged.

Bonus Time Criteria: Bonus Time is up to 14 days in advance down to 0 days. Bonus Times does not require a deposit or use of a week. Page 2

Bonus Time Fees: All Bonus Time is for the week and once confirmed it is non-refundable and non-cancelable.

All exchanges and Bonus Times is subject to availability.

Guest Fees: There are no guest fees.

Deposit Extension Fee: \$50 is the fee to extend the time period to complete an exchange for one additional year.

Hold Time: Hold Time is for a maximum of 48 hours and is the time that a member has to reserve travel plans such as Airline Reservation prior to a vacation reservation being confirmed.

Cancellations: Cancellations occurring prior 15 days before the start of the vacation will forfeit the fee but will retain a week deposit to complete another exchange. Cancellations later than 14 days prior to exchange will forfeit the fee and the week deposit.

48 Hour Rule: There will be a 48 hour waiting period after a cancellation, as follows: a) The Member is canceling a Standard Exchange and then requests to rebook the same reservation as an Instant Exchange. b) The Member is canceling a Standard Exchange or an Instant Exchange and then requests to rebook that reservation as a Bonus Time. See cancellation policy.

Maintenance Fees and other assessments: You will not be allowed to bank your week for trade with DVU until the maintenance fee for that week has been paid to your home resort for the year you are depositing and any other assessments that are due. The member must be in good standing with their home resort.

Multiple Requests: If you request more than one week at a time, either as consecutive weeks for travel or for multiple units for the same week, *weeks are confirmed one at a time*. Once a week is confirmed on a multiple

Week request, you have purchased that week and it is non-refundable regardless of the other weeks/units pending.

Donita's Vacations Unlimited, Inc.: The goal of the company is to be the absolute best vacation exchange company in the business. DVU will under no circumstances be a company that rents our members deposits.

Guests' Responsibilities: The member will be responsible for any damages, abuse or vandalism to any rooms, condo-apartment, common area, etc., caused by a member or guest above normal wear and tear.

Resort facilities amenities and services vary by country, location and resort. Room accommodations vary in size, décor and interior detail. Owners must abide by the rules and regulations of the resort they are visiting. All resorts insist that a responsible adult (over 25) be in the party during the vacation week. The individual member will be responsible for any charges incurred at the individual resorts. New reservations will not be confirmed if there are any outstanding charges from pervious vacations.

How Time Share Resorts Operate: Unlike most hotels that start empty and gradually fill up, time share resorts start full and then gradually empty out and refill with exchanges as the owners decide if they will bank their unit/week. DVU can only confirm if owners bank their week.

Resort Charges: Charges vary depending on country, location and resort. If you have any questions regarding fees you may call the resort for information.

DVU will do its best to confirm your requests for vacation, you may call us to check the status of your request.

