



HOTEL EXCHANGE FREQUENTLY ASKED QUESTIONS

Q. What is hotel exchange?

A. Hotel exchange gives Interval members the ability to exchange their week or points toward hotel or resort accommodations.

Q. Where can I travel with hotel exchange?

A. A selection of Interval International® sourced resorts and hotels outside the Interval network are available through the hotel exchange program.

Hotel exchange is available for many top travel destinations all over the world, such as New York, Los Angeles, Paris, and Rome.

Q. Are there any limitations on where I can travel with a hotel exchange?

A. Not all destinations or hotels are available for hotel exchange.

Q. Who can book a hotel exchange?

A. Interval Gold®, Club Interval Gold®, and Interval Platinum® members only.

Q. How do I exchange a week or points toward a hotel stay?

A. Hotel exchanges can only be booked online at intervalworld.com, under the Exchange tab. First, deposit a unit week from your home resort, or select an existing deposit that has not expired or been previously redeemed. Then, select where you would like to travel, the number of nights and rooms needed, and the number of people in your party. Your search will bring up a selection of available inventory from which to choose and confirm your hotel exchange.

If you are trading points toward a hotel stay, the booking process is similar, and you will be shown available points to use toward completing your hotel exchange.

Q. What method of exchange is used for hotel exchange?

A. Hotel exchanges are only available as instant confirmations. Late deposits and open weeks within 60 days from check-in are ineligible for hotel exchange.

Q. Can I use a previously deposited week for hotel exchange?

A. Yes, you can use a deposited week that has not expired or been previously redeemed to complete a hotel exchange.

Q. Is there a hotel exchange fee?

A. Yes. Payment of a hotel exchange fee is required, and an additional payment may also be required. The latter varies based on several factors, including, but not limited to, the exchange demand of the home resort week, the quality and size of the unit relinquished, the hotel selected, length of stay, room type, and travel dates.

Q. How is the additional payment required calculated?

A. The additional payment required calculation starts with the amount due to the hotel or resort, based on its nightly rate, plus any taxes and fees paid prior to check-in. A credit is then deducted from that initial amount, based on the value of the week or points you relinquished for the hotel exchange.

Q. Does the additional payment required include taxes?

A. Yes, the additional payment required includes any taxes and fees paid prior to check-in.

Q. How many nights can I book?

A. Hotel exchanges can be booked for any number of nights, based on availability. You can reserve up to four rooms at the same hotel or resort per unit relinquished, dependent upon availability of inventory at a particular property.

Q. How far in advance can I book a hotel exchange?

A. You can confirm a hotel exchange anytime you find availability, up until 14 days prior to your desired check-in date.

HOTEL EXCHANGE FREQUENTLY ASKED QUESTIONS (Cont.)

Q. Can I cancel my hotel exchange?

A. Hotel exchanges booked with Interval-sourced inventory are final transactions and nonrefundable. If you confirm a hotel exchange at a third-party-provided hotel, the individual hotel's cancellation policy will apply. This includes any possible cancellation penalties, fees, or potential refunds. If you need to cancel your hotel exchange, contact Travel Customer Service at 888-801-0096 (toll-free) or 305-925-6701 in the U.S., or your local Member-Services Center.

Q. How far in advance can I cancel my hotel exchange?

A. Hotel exchanges booked with Interval-sourced inventory are final transactions and nonrefundable. For hotel exchanges confirmed at a third-party-provided hotel, refer to the individual hotel's cancellation policy, which may include payment of a cancellation penalty.

Q. Is my hotel exchange fee refundable?

A. If you cancel a hotel exchange after a confirmation has been issued, your exchange fee will not be refunded. Additionally, upon relinquishment, your week was immediately available to Interval for use. Therefore, if you cancel, your week will not be returned to you.

If you are a points owner, your points will be refunded based on your membership's specific cancellation policy window.

Q. How can I differentiate Interval-sourced inventory from third-party-provided hotel space?

A. This symbol  will identify all Interval-sourced inventory that is displayed in your hotel exchange search results. Hotel exchanges booked with Interval-sourced inventory are final transactions and nonrefundable.

Q. Can I place a pending request for a hotel exchange?

A. No, pending requests cannot be accepted for a hotel exchange.

Q. Can I use a Resort Accommodations Certificate toward a hotel exchange?

A. No, Resort Accommodations Certificates may not be redeemed for a hotel exchange.

Q. Can I request special facilities for a hotel exchange?

A. For any special requests, you will need to contact the property directly.

Q. Can I get adjoining rooms if I'm booking multiple units?

A. We cannot guarantee the location of rooms that are booked. You will need to contact the property directly to request adjoining rooms.

Q. Do I need to purchase a Guest Certificate for a hotel exchange?

A. No. You will be able to enter your guest's information for each room purchased prior to confirming your hotel exchange.

Q. Can I change my check-in date after I've booked a hotel exchange?

A. Any changes made to your check-in date will be based on availability at the selected property. The individual hotel's cancellation policy will also apply, which includes any possible cancellation penalties, fees, or potential refunds. If you need to change the check-in date of your hotel exchange, contact Travel Customer Service at 888-801-0096 (toll-free) or 305-925-6701 in the U.S., or your local Member-Services Center.

Q. Can I change my hotel after I've booked a hotel exchange?

A. Any changes made to a confirmed hotel exchange will be dependent upon the hotel's cancellation policy, and availability at any additional properties at which you wish to make a reservation. This includes any possible cancellation penalties, fees, or potential refunds. If you need to cancel your hotel exchange, contact Travel Customer Service at 888-801-0096 (toll-free) or 305-925-6701 in the U.S., or your local Member-Services Center.

Q. Can I use my rewards number or memberships at other hotels to get a lower rate?

A. No. Interval International has secured program-specific rates for the hotel exchange program.

