



OWNERS' HANDBOOK





Our mission statement:

We pride ourselves on providing personalised service to our members and guests in a relaxed family atmosphere, thus delivering a unique holiday experience.

Holiday the Holiday Concepts way!



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The Group

With more than 35 years' experience, the Holiday Concepts Group has developed a selection of resorts which are aimed at ensuring that a family holiday is a memorable experience. As one of the leading timeshare groups in Australia, we have provided thousands of families with cost effective holidays in many of the world's most desired locations.

Holiday Concepts' system is designed to offer flexibility and multiple holiday options to its members through its extensive network of trading partners and affiliates. This enhances the opportunities for destinations and availability to our members and also helps members to reap the full benefits of their membership by enjoying more holidays, more often.

We welcome you to the Holiday Concepts Group and we look forward to giving you opportunities to holiday around Australia and the world.



Tamarind Sands, Cabarita Beach NSW

Member Services

Member Services should always be your first point of contact. The role of Member Services is to assist you in securing your holiday requests and to attend to any of your enquiries. Member Services can guide you on the best way to use your timeshare and how to make the most out of the benefits which are offered to you in the most time and cost effective way.

Member Services can also provide information and assistance with:

- Available entitlements in your account
- Maintenance fee and account payments
- Resort information
- Direct debit instalments for maintenance fees
- Updating account details (address, email address etc)



Mt Martha Valley Resort, Safety Beach VIC

How to contact Member Services:

- Mail:** PO Box 2287, Richmond VIC 3121
- Phone:** **1300 369 463** or +61 3 9243 9440
Mon-Fri 8:00am-6:00pm (AEST)
Sat 9:00am-12:00pm (AEST)
- Fax:** +61 3 9421 1366
- Email:** reservations@holidayconcepts.com.au
- Web:** www.holidayconcepts.com.au
- In person:** Level 1, 10 Dover Street, Cremorne, VIC
(cnr Stephenson St)

Maintenance Fees

What are maintenance fees?

All clubs charge an annual maintenance fee that helps to cover the general running expenses of the resorts e.g. cleaning, staff wages, upkeep of resort grounds, resort facilities and units, utilities, insurance, Member Services etc. A small Maintenance Refurbishment Fee (Special Levy) is also charged by the clubs each year & the monies are allocated towards major refurbishment/repairs/improvements to the resorts. A detailed summary of your club's budget can be found in the Annual Report. A copy of this is made available to you each year.

When are my maintenance fees due?

The Annual Maintenance Fee & Maintenance Refurbishment Fee (Special Levy) are due on the 1st January.

The invoice for both fees is sent in September of each year with an instalment plan option, however instalments can be paid in advance throughout the year at your discretion. If you wish to book your entitlement in advance, then all fees for the year must be paid before the entitlement can be activated for reservation.



Whitecliffs Beach Resort, Rye VIC

How can I pay my maintenance fees?

Credit card

Either using your secure online account at www.holidayconcepts.com.au or by calling Member Services. Visa and MasterCard accepted.

BPAY

You will find your biller code and reference number at the bottom of your invoice.

Cheque or money order

Post to PO Box 2287, Richmond VIC 3121. Please ensure that your membership number is clearly marked on the cheque or money order and that the cheque is made payable to your resort or club.

Cash

Cash payments can be made in person. Do NOT send cash in the mail.

Direct debit

Member Services can set up an instalment plan for credit card payments. Instalment plans can be catered around your needs and can begin from a date of your choice. Payment plans can even commence from the beginning of the year, provided that the full balance is paid by the due date. You may also choose to pay instalments throughout the year by cheque, money order, Bpay or cash.

We recommend BPAY and online payments during December and January to avoid waiting times on the phone.



Bookings & Confirmations

Bookings

Member Services is your first stop for any holiday bookings that you make. By using Member Services as your first option you will have extra holiday options both within the Holiday Concepts group of resorts as well as with our affiliates' resorts (see HC Direct for more information).

Making a booking with your entitlement is easy. Simply call Member Services and provide your desired destination, date and the number of people travelling and we will provide you with the availability that matches your holiday needs. The key to reaping the benefits of your timeshare is to be flexible with your dates and destinations.

Holiday Concepts resorts can be booked up to two years in advance, giving members the flexibility and convenience of securing peak periods such as school and public holidays. We recommend that members, particularly those who must travel during school holidays, take advantage of this booking timeframe in order to secure a booking during school holidays. Most states release school holiday dates up to two years beforehand. Maintenance fees can also be paid up to two years in advance.

A members account must be financial in order to make a booking and to holiday (i.e. this includes banked weeks).



The Bright Resort, Bright VIC

Confirmations

Confirmations are issued by post or email for each reservation that is made. Confirmations are generally received within 14 days.

If you have still not received a confirmation after the 14 day period then please contact Member Services immediately as you must have this confirmation to present at check-in.

Your confirmation will provide you with information such as:

- Resort
- Date of your reservation
- Check-in and check-out time
- Maximum occupancy of your unit
- Unit, resort and area facilities and services
- Terms & conditions e.g Cancellation policy, security deposits etc

We **strongly** recommend that you read your confirmation as soon as it is received and to ensure that the information is correct and that you understand the terms and conditions of the booking.

Special Requests

Holiday Concepts will always attempt to make your stay as comfortable as possible. If you have any special requests such as cots, highchairs, ground level units, units for special needs etc. we ask that you contact the resort directly **as soon** as you confirm your booking with Member Services.

Requests for specific units are subject to availability and cannot always be guaranteed. Contacting the resort directly **as soon** as your booking is confirmed will give you a greater chance of receiving the desired unit.

Unit Size and Occupancy for Holiday Concept Resorts

Maximum occupancy is as follows, however this may be subject to variation depending on the resort e.g. some 2 bedroom units may only accommodate up to 4 people. Please confirm with the Member Services consultant upon reservation. Your confirmation will clearly state the maximum occupancy.

Unit Size	Private Occupancy	Maximum Occupancy
1 Bedroom	2	4
2 Bedroom	4	6
3 Bedroom	6	8

Please note that children of all ages, including infants, are included in the maximum occupancy.

All Holiday Concepts resorts require a security deposit. Please refer to your confirmation for further details. Confirmation and photo identification must be presented to reception at check-in.



Lakeside Country Club, Numurkah VIC

HC Direct

What is HC Direct?

HC Direct is an internal exchange service of Holiday Concepts operated by Member Services. HC Direct allows members to keep their entitlements banked with Holiday Concepts for an additional two years beyond its original entitlement year. Your entitlement will be automatically banked with HC Direct, giving you access to over 4000 resorts around the world.

With HC Direct, there is no need to bank your entitlement with one exchange company, therefore locking yourself into availability with one company. Holiday Concepts is affiliated with many exchange companies and resort management groups in Australia and throughout the world, giving its members many more options for availability and obtaining a holiday in their desired location and date.

You may bank your entitlement to another external exchange company, however this needs to be advised to Member Services prior to 1st of October and is subject to resort availability.



Regent Park Apartments, Hobart TAS



How can I use HC Direct?

By calling Member Services, as we can access resorts within the Holiday Concepts Group as well as thousands of resorts around the world in many popular destinations such as the United Kingdom, the United States, Spain, Portugal, Greece, Thailand, Malaysia, Indonesia, Canada and many more.

Exchange fees begin from a competitive rate of \$149* for domestic exchanges and \$189* for international exchanges.

Keeping multiple weeks banked with HC Direct also means that you can book consecutive weeks. This means that you can take a longer holiday than just one week and in a different destination too. This is especially handy for an international trip where one week in one destination is simply not enough.

Call Member Services to find out more about this service and how to get the best use out of your entitlement.

Members who own timeshare outside of Holiday Concepts are welcome to deposit their entitlement to extend their exchange options.

*Exchange fees current at time of print.

Ultimate Escapes

What are Ultimate Escapes?

Ultimate Escapes (bonus weeks) are additional holidays that you can take without using your entitlement. Availability and prices for Ultimate Escapes are presented in a weekly email that can be sent to you if you register your email address with Member Services.

Which resorts can I book as Ultimate Escapes?

Ultimate Escapes are available at all Holiday Concepts resorts, subject to availability.

How far in advance can I purchase an Ultimate Escape?

You can book an Ultimate Escape outside of school holidays at any Holiday Concepts resort up to 9 months in advance. Ultimate Escapes for school and public holidays can only be booked up to 3 months in advance and are restricted to one school or public holiday Ultimate Escape per year, per share for owners use only.

How much is an Ultimate Escape?

The price of an Ultimate Escape varies depending on how far in advance that you book. Generally the closer to the date that you book, the cheaper the price will be, however waiting for prices to decrease may result in missing out as the availability decreases. School and public holiday periods are available at the full rate 3 months prior to the check-in date, subject to availability.

Can I book an Ultimate Escape for a guest?

Absolutely! Members are able to purchase Ultimate Escapes for guests at any time throughout the year outside of school and public holidays. A guest certificate will be required to be purchased at a cost of \$40* at the time of confirmation.

*Guest certificate price current at time of print.

Rental Properties

For areas where there is no timeshare, Holiday Concepts can offer the additional benefit of self-contained rental apartments. These are available in several popular locations such as North Queensland, London, Paris, Rome, Croatia, Greece, Barcelona, Melbourne and many other destinations. Member Services will be able to provide you with availability and prices upon request.



Additional Information

Day Use

Members can use the facilities during the day at a resort without actually staying at the resort. Day use is available within the Holiday Concepts resorts only. Riviera Beach Resort, Regent Park Apartments and Mt Martha Valley Resort are excluded from the day use program.

To take advantage of day use, you must contact the resort at least 24 hours prior to the intended date that you wish to use the facilities. Day use access is also at the resort managers' discretion and access may be very limited during peak periods.

Day use includes visitors of members and guests currently staying at the resort. Members are welcome to entertain a small number of guests not staying at the resort and this is also subject to the resort managers' discretion. Guests are also welcome to use the facilities, however it is required that a member is also in attendance and must sign in at reception.

Check-in days

Every timeshare resort has a designated check-in day. Whilst all Holiday Concepts resorts have a Friday check-in, other resorts in Australia and around the world may have a different day. It is always important that any plans are confirmed around the resort's check-in day.



Marine Cove Resort, Goolwa SA

Guest certificates

Family and friends can enjoy the benefits of your timeshare by simply adding a guest certificate to a booking. For an additional \$40* a guest certificate is a great way of sending family and friends on a relaxing holiday to one of the thousands of resorts around the world.

The name of your guest must be provided at the time of confirmation so Member Services can issue the guest certificate.

It is very important that you advise if the booking is for someone who is not listed on the account, as resorts reserve the right to charge a guest certificate at a higher rate (up to \$100) upon check-in.

Website

The Holiday Concepts website is an excellent way to keep track of your timeshare. You can make payments, entitlement and Ultimate Escape bookings and update your personal details. Use the secure login section to take advantage of the benefits and convenience of your online account. Simply go to www.holidayconcepts.com.au to get started, or contact Member Services for advice on login access.



Bellbrae Country Club, Bellbrae, VIC

Cancellation policy

Cancellations using your entitlement at Holiday Concepts resorts can be made up to 28 days prior to the check-in date without forfeiture of the entitlement and/or monies paid. Cancellations within the 28 day period of the check-in date will result in the loss of the entitlement and/or monies paid, therefore we strongly recommend travel insurance, even for domestic trips. Many credit card providers offer free travel insurance. You may wish to consult the benefits and conditions of your credit card. A charge is applicable if a member re-allocates a booking more than once or if a deposited entitlement has been used for the booking.

Cancellations of Ultimate Escapes outside the 28 day period will result in a refund of the monies paid minus a booking fee. Cancellations within the 28 day period will result in the loss of all monies paid.

The above cancellation policy applies to Holiday Concepts resorts and may differ with various exchange companies. Always check your confirmation or with Member Services about the cancellation policy for non-Holiday Concepts resorts.



Island Breeze Resort, Cowes VIC

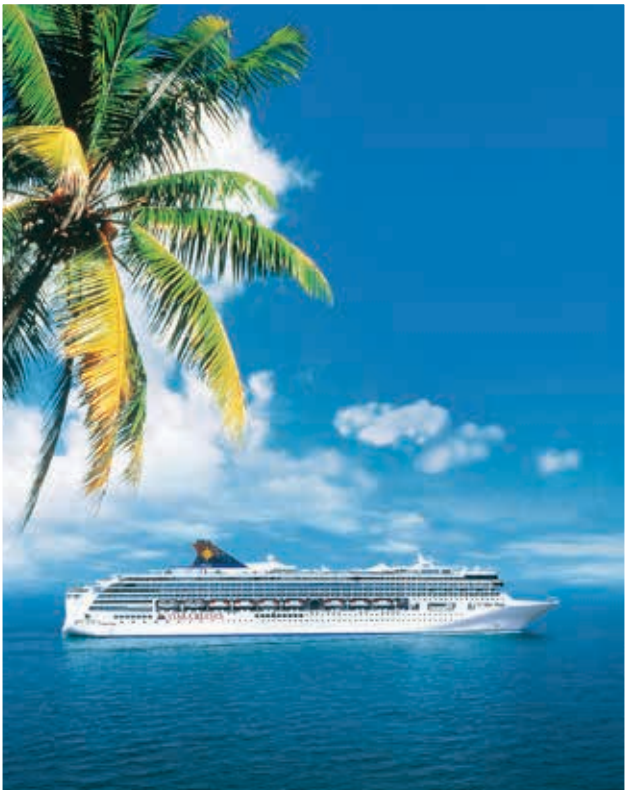
Holiday Concepts Travel

Another added benefit of your membership is the convenience of using Holiday Concepts Travel who can assist you with a range of services such as:

- flights
- car hire
- insurance
- package tours
- cruises

Go to www.holidayconcepts.justrewards.com.au for more information on current travel specials.

Call Member Services and press **option 3** on the menu to connect directly to our travel department.



Glossary

Anniversary date – the date on which your entitlement is activated annually or biennially, depending on your ownership. The anniversary date for all Holiday Concepts members is the 1st January.

Banking – when your entitlement is kept in your account beyond its initial entitlement year, it is deemed banked to HC Direct. You may bank your entitlement to another external exchange company, however this needs to be advised to Member Services prior to 1st of October and is subject to resort availability. Also referred to as 'depositing'.

Bonus week – these are additional holidays which you can take without using your entitlement. Prices and availability can be provided to you in a weekly email. Also known as Ultimate Escapes or Last Minute Getaways.

Deposit – see Banking.

Entitlement – refers to your ownership which may come in the form of weeks or points.

Exchange – a reservation using your entitlement. Internal exchange refers to using your week at a resort within the Holiday Concepts Group. External exchange refers to using your week outside of the group at an affiliated resort.

Exchange company – these are third-party companies that do not manage resorts but can facilitate an exchange at a resort. These include RCI (Resorts Condominiums International), DAE (Dial an Exchange) and Holiday Concepts' trade partner affiliates.

Fixed and floating weeks – a fixed week refers to a specific week in the year that the member has rights to book. A floating week may be used at any time in the year subject to the resort's availability. All Holiday Concepts members own floating time.

Owners' week/time – a reservation using your entitlement. See Entitlement.

Holiday Concepts Resorts

New South Wales

Tamarind Sands Resort, Cabarita Beach

(Located on the Tweed Coast)

South Australia

Marine Cove Resort, Goolwa

(Located on the Fleurieu Peninsula)

Tasmania

Regent Park Apartments, Sandy Bay

(Located in Central Hobart)

Victoria

Bellbrae Country Club, Bellbrae

(Located near the start of the Great Ocean Road)

Island Breeze Resort, Phillip Island

(Located in Central Cowes)

Lakeside Country Club, Numurkah

(Located in North Central Victoria)

Mt Martha Valley Resort, Safety Beach

(Located on the Mornington Peninsula)

Riviera Beach Resort, Lakes Entrance

(Located on the Gippsland Lakes)

The Bright Resort, Bright

(Located in the Victorian High Country)

Whitecliffs Beach Resort, Rye

(Located on the Mornington Peninsula)

Listing current as of February 2019



Member Services

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