

It's your time...

VI Resorts Make the Grade

Every time you vacation at one of our VI Resorts, you are given a chance to tell us your experience by filling out the Your Opinion Counts Survey (YOC) either at the resort as you are checking out, or by responding to the online email. We take the information from every YOC received and use it to measure where each resort stands in terms of Owner satisfaction. At the end of each year, we report to the resort managers the yearly measurements of satisfaction and improvement. VI is proud that our members rate the resorts at 95% satisfaction and above. But, as we have stated in the past, we are not settling for that level of approval, we will continue to look for and find ways to push that approval rating even higher.

VI Resorts with a score from our members of over 97%

Vallarta Torre
Pinnacle Lodge

Kingsbury
Beachcomber
Torres Mazatlán

VI Resorts with a score from our members of over 95%

Elkhorn
Oasis
Point Brown
Blackbird
Homestead

Embarcadero
Rosewood
Clock Tower
The Pines at Sunriver
Sea Mountain

Highest rating in

Efficiency Vallarta Torre
Unit Cleanliness..... Kingsbury
Unit Condition Beachcomber
Friendliness..... Pinnacle Lodge
Resort Experience Vallarta Torre

The most improved resort in the category of Efficiency, Unit Cleanliness, Unit Condition, and Friendliness goes to Elkhorn Resort, Sun Valley, ID. The most improved resort in the category of Resort Experience goes to The Pines at Sunriver, Sunriver, OR.

Congratulations to all of these excellent resorts. We know all of our VI resorts are working hard to make your vacation experience wonderful.

Vallarta Torre and Torres Mazatlan are two of the resorts that have an approval from VI members of more than 97%! Thanks staff for giving us an amazing resort experience!



Message from Rex Kellso, President of the VIOA Board of Directors



On September 15, 2016, the Board hosted the Annual Owners Meeting in Bellevue, WA. This meeting is a focal point on the year, allowing time to review past successes and plans for the future. The past five years we have streamed the meeting online live so those who could not attend the meeting in Bellevue would still be able to participate. The recording of the meeting, the presentation and the VI Annual Report are posted online (under the VIOA tab) for any member to review.

At this year's meeting, we reviewed the current financial standing for VI, where we are with the current and future renovation projects, plus a review of who uses the VI inventory and when, including what we are doing to offer options for our members. We hope you use these resources provided online to find out more about VI. If you have any further questions, the VI staff and Board can be contacted by email from the VI website.

By now you will have received a notice of the 2016 VIOA Board of Directors and Bylaw Election or a ballot in the mail. Take a few minutes to review the information from the candidates and the proposed Bylaw amendment change. Then vote online. It only takes a few minutes. As a member of an 'owner controlled timeshare', it is important you participate by voting for the candidates and amendments that will best serve our organization.

Voting ends at midnight on October 31, 2016.

We have some exciting additions coming to VI, including 11 units at the Embarcadero in Newport, OR. You can find more information regarding these new units in this newsletter, plus more news coming in the January newsletter.

VI's Copyright and Intellectual Property Notice:

Vacation Internationale, Inc. ("VI" or "we") respects the intellectual property of others, and we ask our users to do the same. We have recently found use of VI pictures and text on websites that are seeking to profit from these materials. Such unauthorized use is strictly prohibited. If you have any question regarding the use of VI materials, review the notice below (more information can be found on the VI website under 'Terms and Conditions').

Users of the VI website or other VI materials acknowledge and agree that VI has the exclusive rights and privileges in and to the trademarks, service marks, logos, text, graphics and other content published by VI (collectively, the "VI Marks"). Users acknowledge and agree that VI Marks are protected by U.S. Copyright laws, other intellectual property laws, and international treaty provisions, and must be treated like any other material protected by intellectual property laws. If VI grants you a license to use the material contained on the website or in print solely for your own private, non-commercial purposes, you agree that you will not download, rent, lease, sell, license, sublicense, reverse engineer, reverse assemble, distribute, transmit, or otherwise transfer all or any portions of the VI Marks or otherwise take any other action in violation of VI's copyright or intellectual property rights other than those expressly authorized by VI in writing.

Important Security Information for Our Online Users:

Is your web browser up-to-date? Make sure you are using a browser that supports TLS 1.2 (Transport Layer Security) or higher. (Examples are Chrome 30+, Edge/Internet Explorer 11+, Firefox 27+, or Safari/OS X 10.9+) In order to provide more secure credit card transactions, the VI website will require this by April 30, 2017. Why wait? Upgrade all of your devices now.





VI Insider Tip: Wait List

Every traveler has faced a time when there was no availability for the dates and vacation spot of their choice. Vacation Internationale offers two tools that will increase your opportunity for reservation success.

Use the Wait List:

If your vacation falls within 365 days, you can Wait List your request by calling your VI Owner Services Representative.

- When a match occurs, you will be contacted by phone or email.
- No fee is charged at the time of your Wait List request. If your Wait List matches, you will only be charged the \$20 reservation Booking Fee.
- If you choose not to accept a Wait List match, you will be charged a \$20 Decline Fee.
- Members are not limited in number of requests, either by unit size or date range.
- You may Wait List for any length of stay within any 120 day period (Penthouse reservations are limited to 30 days).
- Your Wait List request must fall within twelve months.

Use the Advance Reservation Wait List (ARWL):

If your vacation request is for a holiday or high season, you may choose to use the Advance Reservation Wait List (ARWL) from 390 to 366 days prior to the departure date.

- Both arrival and departure dates must be within the 390 window, you will want to contact VI once the departure date is within the 390 days.
- Should your Advanced Reservation Wait List request be matched and you confirm the reservation, you will be charged the \$200 fee which includes your Reservation Booking Fee. If you choose not to accept the match, you will be charged a \$100 Decline Fee.
- Owners will be notified if their request matches. If the request could not be matched at 365 days the request will remain on the Wait List and continue to be matched against inventory from cancelled or changed reservations.
- Does this mean I will never get a reservation unless I use the Advanced Reservation Wait List? **No, VI members make date changes or cancel reservations every day, opening availability for other VI members to book those dates.**
- Approximately 4% of reservations are confirmed from the Advanced Reservation Wait List at one year out, 17% are confirmed from the Wait List, and the majority of reservations, 79%, are confirmed with no Wait List.

You have options whether you choose to use the Advanced Reservation Wait List or not.

Just call your VI Owner Services Representative at **1.800.444.6633** with any question on how to use the tools available and make the most of your VI Program.





VACATION
INTERNATIONALE

1417 116th Avenue NE
Bellevue, WA 98004

PRSRT STD
U.S. POSTAGE
PAID
Seattle, WA
Permit No. 6892

New at Vacation Internationale



VI Welcomes New Condominiums at the Embarcadero Resort, Newport, OR



With a stunning view of the iconic Yaquina Bay and Bridge, the Embarcadero is one of the 'must stay' VI properties!

New condos for VI, Embarcadero Hotel Rooms (4) and 1 Bedroom (EX) (7).



VI members already know and love the Embarcadero Resort in Newport, OR with its stunning view of the iconic Yaquina Bay and Bridge. Watching the sunset from your deck or listening to the sea lions bark are a part of many of our most cherished vacation memories, making this addition to our VI Program a sure winner. Eleven (11) units will be added to our 34 currently available condominiums, including four Hotel Room units and seven 1 bedroom exception (1 BD EX) condos.

The Hotel Room units with 2 person occupancy will offer a Murphy bed, sleeper sofa, and a mini-kitchen consisting of a microwave, sink, mini-fridge, and coffee pot. There are exterior stairs and interior stairs to reach the Hotel Rooms. The 1 bedroom EX with 4 person occupancy, will offer the same amenities as our current VI 1 bedroom units with the exception of no washer or dryer in the unit. There is an onsite laundry room available for your use.

We are excited to offer more opportunities to our VI members who are seeking a unique and exciting coastal experience. Reservations will be taken in late fall for vacations starting in January, 2017. Look for emails or check the VI News section of your homepage for more information.