



## RESORT RECOGNITION PROGRAM ELIGIBILITY

Select and Premier level tier recognition is based upon the combination of points received through a resort inspection and, where applicable based upon the number of responses received, Consumer Satisfaction Index (CSI) points. Resort inspection points are established using an 800-point scale that takes into account various components of the resort, including the unit, amenities, guest services, public spaces, common areas, and resort location categories, all of which are detailed within Interval’s proprietary Quality Resort Survey inspection tool.

Consumer Satisfaction Index points are translated from the resort’s trailing 12-month overall CSI scores at the time of program review. A maximum of 400 points is available, which correlates to a score of 100 percent.

Resorts that have not been inspected within the past 12 months have been assigned a resort inspection score for purposes of initial program participation and placement, based upon their current Quality Resort Rating (QRR) within Interval’s exchange system.

The following table presents the minimum annual combined scoring points required to be considered for award in the appropriate recognition level:

TIER	TARGET RESORT INSPECTION SCORE	TARGET OVERALL CSI SCORE	MINIMUM SCORE
Select	560	340	900 points
Premier	640	360	1,000 points

## ONGOING PARTICIPATION

All resorts in the Interval network are subject to periodic inspections on a rotating three-year cycle. Additionally, CSI scores will be monitored for service delivery and resort performance at least twice a year. At each regular Resort Recognition program review, resorts that have a CSI decline of five percentage points or more and that experience a drop in combined scoring points to below target minimums for each tier will receive a deficiency notice. These resorts will be re-evaluated during the next scheduled Resort Recognition program review. Resorts failing to accumulate combined target score minimums on re-evaluation will be subject to tier reassignment or loss of Resort Recognition program status.



INTERVAL INTERNATIONAL



## INTERVAL INTERNATIONAL PREMIER RESORTS:

Provide an outstanding vacation experience.

Offer state-of-the-art conveniences, and modern features and appointments.

Identified by the laurel, a symbol of distinction, high standards, and status.

INTERVAL INTERNATIONAL  
RESORT RECOGNITION PROGRAM



As The Quality Vacation Exchange Network, Interval International has been renowned for its high standards for more than 30 years. Its Resort Recognition program establishes standards for resorts in each tier.

The condition, quality, and appearance of each component of the resort are appraised, as is its general ambiance. Vacation ownership unit sizes may vary by region. In North America, typical interior living area ranges are as follows:

Studios and efficiencies	500 – 650 square feet
One-bedroom units	800 – 1,000 square feet
Two-bedroom units	1,000 – 1,300 square feet
Three-bedroom units	1,200 – 1,500 square feet
Four-bedroom units	1,500 – 1,700 square feet

The following guidelines are meant to suggest those elements and attributes most commonly found in resorts within each quality tier. Nothing stated herein should be interpreted as a recommendation by Interval International that units, resort common areas, location-related traits, amenities, or guest services be limited to those specifically listed. Interval's Resort Recognition program tools acknowledge a vast number of amenities and services beyond those noted in this document. Inclusion of amenities and services at a property should be based upon the nature and location of the individual property, with the intention of providing a full range of enjoyable activities to the owners and guests.

THE INTERVAL INTERNATIONAL PREMIER RESORT

DESTINATION AND RESORT LOCATION

- Found in primary resort destinations
- Resort is beachfront, ski-in/ski-out, in a city center, adjacent to a golf course, or in close proximity to key area attraction(s)

SIZE, STYLE AND DECOR OF ACCOMMODATIONS/UNITS

- Residential grade flooring and wall coverings
- Natural stone such as granite or quartz counter tops
- Premium appliance package
- Solid wood cabinets
- Dining seating capacity equal to the unit's total sleeping capacity
- Upholstery: leather or fabric with a minimum 30,000 double rub abrasion rating
- Bedding:
  - King-sized bed in master bedroom complemented with supplementary seating, e.g., chaise lounge, or chair and ottoman.
  - Upgraded bedding package to include duvet, bed skirt, and sheets with a minimum 300 thread count
- Master bath:
  - Double vanity with framed, beveled mirror and decorative lighting over both sinks
  - Separate, enclosed water closet
  - Jetted soaking tub and separate enclosed shower
  - Bath towels of 10-pound terry weight
  - Entertainment package to include large screen televisions in living room and bedrooms, premium DVD and audio system, and wired or wireless Internet access

AMENITIES AND RECREATIONAL FACILITIES

- Swimming pool area
  - Unique or free-form shaped pool
  - Water feature such as a fountain, waterfall, slide, or lazy river
  - Premium hard wood, powder-coated aluminum, or cast iron patio furnishings
  - Pool surround is mixture of cool deck and natural stone
  - Towel service
- Fitness center with extensive commercial grade equipment
- Range of other amenities coordinated with overall resort theme and vacation experience

COMMON AREAS AND GUEST SERVICES

- Inviting, well-marked resort entrance
- Lush and mature landscaping throughout resort
- Architectural detail reflective of local market and culture
- Reception and check-in area conveys a sense of arrival
  - Must be able to accommodate multiple check-ins
  - Multiple guest seating areas
- Front desk staffed 24/7
- Luggage assistance or bell service available
- Welcome package
- Dedicated concierge for owners and guests
- Self-service or staffed business center
- Pre-arrival provisioning and arrangements offered
- Daily housekeeping available
- In-unit guest directory of resort services
- In-unit dining offered
- On-property convenience store
- Limited food service
- 24-hour security with gated entrance

