



## SFX Request Exchange Terms

**Requests** - This means you are putting in a search for destinations and dates you want to travel. You can put vacation requests in for both your Exchange Weeks and your Bonus Weeks.

**Placing Multiple Requests** - You may place as many searches as you would like to using your Deposited Week or a Bonus Week. The more destinations and date ranges you put searches in for, the higher chances for a match. Keep in mind, when you place multiple requests, it means you are willing to accept the first one that becomes available in your selection.

**Exact Match** - When an SFX vacation concierge successfully locates a week that perfectly matches your request (i.e. date, location, room size and resort choice) this is considered an exact match. A member can decline an exact match, BUT an exchange fee will be due by the member, as the requested services were successfully performed.

**Pending** - Displays any current requests you have made for an Exchange or Bonus Week. These are weeks we are currently searching for to match your request(s).

**Edit** - The edit feature allows you to modify the number of people in your party and/or minimum room size acceptable to you. Modifying these two items allows you to maintain your place in the queue. If you wish to modify or cancel the dates and/or location, you need to Cancel the pending request and place a new one. Or you may keep the current request and add additional alternative requests by clicking the Add New Location /Dates button.

Once you place a request with SFX, a vacation concierge diligently searches for available accommodations in the areas and dates that you requested. It is often the case that there are many members requesting the same destination and date ranges. In these situations, we generally prioritize requests on a first come first served basis. To maintain the integrity of this "wait list", we treat an edited request as a new submission. We understand that there are special circumstances and we will work with you to provide the best possible exchange experience. Feel free to contact our offices and speak with a SFX vacation concierge to discuss alternatives.

**Exchange Weeks** - Displays how many available deposited weeks you have to place exchange requests against. The blue numbers represent the Request Number associated to the transaction. You could also look at this number as a transaction number. To the right of this number is the expiration date in which you have to use the week or it expires. Travel must be booked and completed prior to the expiration date of your deposited week.

**Submitted** - Is the date you submitted your vacation request.

**Check-in range** - Is a range of days you will accept an arrival date that will have a check-out seven days later.

**Confirmations** - Are weeks that have already been booked. You may re-print any confirmation from this screen. **Deposit a week** - is a term referring to depositing your timeshare week, also referred to as "banking". This is when you give up a week from your home resort, to exchange into a week elsewhere.

**Pending Deposits** - Displays any weeks deposited pending verification of information with your resort. This may take several days. As soon as your resort verifies your deposit, you will receive a receipt of this deposit from SFX.

**History** - Displays all transactions done in your account for both Exchange Weeks and Bonus Weeks.