

Dear Valued Member:

Your safety is important to us and so are your vacations. As the new coronavirus rapidly evolves, Interval is working to meet the needs of our members, affiliated resorts, and associates. We appreciate all of the feedback we have received and want to take this opportunity to provide an update.

If you have purchased travel insurance for your upcoming vacation, please contact Allianz Insurance directly at 1-800-419-7642 to discuss your coverage and claim options.

If you have not purchased travel insurance, or if your reason for cancellation is not covered by insurance, please read below for temporary adjustments that we have made to our cancellation policies to provide you with peace of mind during this unprecedented time. We will continue to monitor the situation and will make any necessary changes based on the circumstances.

EXCHANGES:

- For all exchanges with check-in dates through April 30, 2020, members may change their destination and/or travel date without incurring an additional exchange fee. Travel must be completed by December 31, 2020. If you prefer more time to travel, we can provide you with our standard fee-based replacement-week certificate, which is good for one year.
- For all exchanges with a check-in date after April 30, 2020, our standard exchange cancellation policies apply. We commit that we will continue to monitor the situation and make adjustments as necessary.
- Members who make exchanges between March 14, 2020, and April 30, 2020, will have the option to retrade to another available destination and/or date if your plans change — without incurring an additional exchange fee.

GETAWAYS:

- For Getaways cancelled with check-in dates through April 30, 2020, you will have the option to apply the amount paid toward a future Getaway. If you are unable to identify your travel destination/date at the time of cancellation, you will be provided with a no-fee replacement-week certificate for which travel must be completed by December 31, 2020.
- For any cancellation of a Getaway that is booked between March 14, 2020, and April 30, 2020, you will have the option to apply the amount paid toward a future Getaway.

CRUISES:

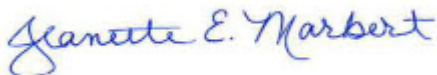
- Members who book a cruise through Interval Travel will follow the policies of each individual cruise line. Please call Interval Travel, and we will inform you of your options and facilitate your cancellation for you.

In order to better serve you, we will open our Member-Services Center on Sunday, March 15, from 10 a.m. – 6 p.m. Eastern Standard Time. Please recognize that our call volume is very high right now, so if you do not have travel plans within the next 30 days, please wait before contacting us.

We also encourage you to visit Community on intervalworld.com to communicate with your fellow members and stay abreast of any future policy updates.

We value your membership and appreciate your patience and understanding. We are committed to supporting you in this time of uncertainty — and providing you with wonderful vacation memories in the future.

Warm Regards,



Jeanette Marbert
President, Interval International