



## OWNERS' LODGE RENTAL PROGRAM

### TERMS AND CONDITIONS

1. All Maintenance Fees **must** be in good standing, prior to an Owners' Lodge being accepted on our rental program.
2. If the owner is attempting to rent the lodge privately in addition to through Hilton Grand Vacations, then the Hilton Grand Vacations reservation will take priority over the private arrangement. An owner can check at any time to find out if the lodge has been rented, by telephoning the Reservation Office on 013397 55558.
3. Owners wishing to cancel the rental agreement **must firstly** contact Hilton Grand Vacations to ensure that no reservation has been made for their lodge. If Hilton Grand Vacations have taken a reservation, we will attempt to move the inbound booking but we **cannot guarantee** that this will be possible.
4. Hilton Grand Vacations will contact the owner **21 days prior to the arrival date** to advise **whether or not** the lodge has been rented. The Reservation Office will **not** contact the owner prior to this time, unless additional information is required regarding the Rental Authorisation.
5. Approximately 21 days prior to the arrival date, the Reservation Office will write to the Owner advising of the situation at that date. We ask the owner to consider their options and advise the Reservation Office of any change in the authorisation to rent. If at this time the owner opts to place the lodge with an exchange company they **must advise** the Reservation Office to ensure the lodge is taken off the rental list. Likewise if the owner intends to occupy the lodge the Reservation Office **must be advised** in order to reinstate the Owners' Reservation.
6. If for any reason an owner does not receive this communication from the Reservation Office approximately 21 days prior to the arrival date, it would be advisable to check the reason why.
7. Any money forfeited by the renter under the terms of our cancellation policy will be subject to commission and the prevailing VAT rate at that time.
8. Owners will receive a cheque from HIGVC for the net amount approximately 7 – 10 days after the departure date of the reservation.

**Hilton Grand Vacations  
Reservation Office  
Tel: 013397 55558  
Fax: 013397 56077  
Email: [higvc@hilton.com](mailto:higvc@hilton.com)**