Congratulations

Welcome to vacation ownership. You are now part of a growing community of passionate Owners and their families.

As an Owner, you can return to your Home Resort year after year. Or — through the Vistana Signature Network™ — you can enjoy new experiences at any of the 22 award-winning villa resorts within the collection.

Want to travel far and wide? Check must-see destinations off your bucket list through Marriott Bonvoy™ by choosing from more than 6,700 hotels and resorts worldwide across an extraordinary portfolio of brands. Additional options are also available through external exchange with Interval International®.

Explore a variety of travel choices. And savor a vacation lifestyle with more experiences, more flexibility and more fun.

This Ownership Guide is for informational purposes only and complete terms and conditions are in the Vistana Signature Network (VSN) Disclosure Guide and related VSN documents. At certain resorts, membership in the VSN and the use of StarOptions® and Marriott Bonvoy™ Points may only be available for Vacation Ownership Interests acquired directly from the developer of the resort.
Getting Started

Ownership gives you the flexibility to experience a different vacation each Use Year.

RETURN TO YOUR HOME RESORT

Relax, recharge and play at your Home Resort, year after year.

1 WANT PREFERRED ACCESS TO YOUR HOME RESORT?
Reserve your stay 12 to 8 months before your planned arrival.

EXPLORE MORE THROUGH THE VISTANA SIGNATURE NETWORK

When you’re not staying at your Home Resort, the Vistana Signature Network™ (VSN) empowers you with plenty of possibilities:

2 WANT TO STAY AT ANOTHER VILLA RESORT WITHIN THE COLLECTION?
Select any of the 22 villa resorts in the collection, and reserve your stay beginning 8 months before your planned arrival.

3 WANT TO STAY AT A HOTEL?
Convert your Vacation Ownership Interest (VOI) to Marriott Bonvoy™ Points.

4 WANT TO EXPLORE MORE OF THE WORLD?
Choose from nearly 3,200 additional villa-style resorts and request to exchange your VOI through Interval International®.

As an additional benefit, you may redeem your StarOptions® through VSN Select for curated experiences and select travel opportunities.
Welcome Home

Vacation at your Home Resort and open the door to stylishly designed villa accommodations with just-like-home amenities, where you can enjoy inspiring moments year after year.

You have purchased a VOI at your Home Resort (see your purchase documents for your Home Resort location). You can return to your Home Resort every Use Year and enjoy everything that attracted you to this destination.

To reserve a stay, visit vistana.com 12 to 8 months before your planned arrival (Home Resort Reservation Period) and take advantage of preferred Home Resort Access.

During your Home Resort Reservation Period, reserve:

• The Villa type you own
• In your Season
• For 7 nights
• With your arrival for Friday, Saturday or Sunday

To view your ownership information, log in to vistana.com and click "Dashboard," then "What I Own."

Vacation Planning Timeline

12-8 MONTHS TO ARRIVAL
Floating VOI Owners: Reserve an available week in your Season and Villa type at your Home Resort.

* Sheraton Vistana Resort Courts, Falls, Spa, Palms and Springs Fixed Week Owners must confirm automatic booking 12-8 months before arrival date or the week is released to the Floating pool. The week can only be floated beginning 8 months or less.

Visit vistana.com/dashboard and select “Make a Reservation.”
**FIXED WEEK VOI OWNERS**
Your Fixed Week VOI is tentatively reserved for you, pending confirmation during your Home Resort Fixed Priority Period, which is 12 to 10 months prior to the check-in date of your Fixed Week VOI. At 10 months prior to your check-in date, if you have not confirmed the reservation online or with Owner Services, it will be automatically canceled. If the reservation is canceled, you can still request reservations for an available Floating Week within your Season and Villa type at your Home Resort 10 to 8 months in advance of your requested arrival date, as available on a first-come, first-served basis.

If you purchased a specific villa number, it will also be tentatively reserved with your Fixed Week VOI.

**ULTRA PREMIUM VOI OWNERS**
If you purchased an Ultra Premium Fixed Week VOI, your vacation period is automatically reserved for you each Use Year. Some Owners have also purchased a specific villa number. If you purchased a specific villa number, it will also be automatically reserved with your Ultra Premium Fixed Week VOI.

If you plan to return to your Home Resort for your Ultra Premium Fixed Week VOI, you never have to call Owner Services to confirm your reservation. Simply arrive at your Home Resort on your Ultra Premium Fixed Week’s check-in date and enjoy the privileges of this exclusive ownership.

**EVENT WEEK VOI OWNERS**
If you are an Event Week VOI Owner, you have a specific week which includes the event date automatically reserved for you each Use Year. Some Owners have also purchased a specific villa number. If you purchased a specific villa number, it will also be automatically reserved with your Event Week VOI.

If you plan to return to your Home Resort for your Event Week VOI, you never have to call Owner Services to confirm your reservation. Simply arrive at your Home Resort on your Event Week’s check-in date and enjoy the privileges of this exclusive ownership. Please note, your Event Week is associated with a particular annual event at your Home Resort and may not occur the same week number each Use Year.

Fixed, Ultra Premium, and Event VOI Owners, you have the option to float your VOI within your Villa type 12 to 8 months in advance of any week within your purchased Season at your Home Resort, or float your week to any villa resort in the Vistana Signature Network™ within 8 months of the vacation period. Reservations are made on a first-come, first-served basis, based on availability. If you have purchased a fixed villa and choose to float your week at your Home Resort, you release your use of your fixed villa as well.

To view your ownership details, log in to vistana.com/dashboard and click “What I Own.”
Stay in Style in Perfect Locations

Travel to any of our stylish villa resorts in the best locations within the most sought-after destinations.

The Westin Lagunamar Ocean Resort, Cancun, Mexico
Furnishings may vary.

You may choose to exchange your VOI at your Home Resort for a reservation at any of the 22 villa resorts within the collection – without paying an exchange fee – using the StarOptions® value of your VOI. Log in to vistana.com and reserve online using your StarOptions, beginning 8 months before your planned arrival date.

**HOW TO VACATION WITHIN THE VILLA RESORT COLLECTION**

Beginning 8 months before and up to the day you wish to arrive, you may:

- Check in any day of the week in any Season and any Villa type
- Make a reservation for nightly stays or more
- Borrow StarOptions from the next Use Year to use in the current Use Year*

To view your StarOptions balance, log in to vistana.com and click “Dashboard” then “Account Balances.”

**Vacation Planning Timeline**

8–0 MONTHS TO ARRIVAL

Use your StarOptions to reserve a vacation for nightly stays or more, checking in any day of the week in any Season and any Villa type at any Vistana villa resort; you may also borrow StarOptions from your next Use Year.

* Prepayment of HOA fees are required to borrow StarOptions.
**SEASONS**

There are a total of five Seasons in the Vistana Signature Network™. The Seasons available vary by resort and are determined by the travel patterns for each resort’s location. Therefore, the weeks within each Season will vary by the resort location. For specific Seasons by resort, refer to the StarOptions® charts.

**STAROPTIONS CHARTS**

Each villa resort has weekly and daily StarOptions values required to confirm a reservation. The StarOptions value is determined by the resort, Villa type and Season requested.

For specific Seasons and values by resort, refer to the StarOptions charts from vistana.com. Log in as an Owner and select “Ownership 101” on the “Dashboard” tab.

**BANKING STAROPTIONS**

If you’re unable to get away — or if you simply have extra StarOptions that will go unused — you can request StarOptions banking. They will be available for your use to travel to any villa resort for up to two years, for reservations requested during the Network Float Period within 8 months of arrival.

There’s no limit to how many StarOptions you can bank, and you can bank as many times as you need each Use Year.

Unused StarOptions will not be banked automatically. You must request to bank StarOptions with Owner Services between Oct. 1 of the year prior and July 1 of the Use Year you are banking. StarOptions banking is a final transaction. Banked StarOptions are valid through Dec. 31 of the second year following the Use Year banked. (Biennial Owners can use banked StarOptions for a vacation in a non-Use Year.) Your vacation with banked StarOptions must be completed by this date.

A transaction fee will be charged for each StarOptions banking request and you must be current in your maintenance fees, taxes and network dues when you bank StarOptions and when you make a reservation using banked StarOptions. Reservations using banked StarOptions are subject to terms and conditions, including cancellation policy, lengths of stay and additional housekeeping fees.

You can now conveniently bank StarOptions online from the “My Choices” widget on your Dashboard at vistana.com.

**BORROWING STAROPTIONS**

You can also borrow StarOptions up to your annual StarOptions allotment from the next Use Year in the amount needed to complete a reservation, within 8 months or less of your requested arrival.

**IMPORTANT REMINDER: DON’T FORGET TO RESERVE**

Unused StarOptions expire Dec. 31 each Use Year unless you request StarOptions banking through Owner Services no later than July 1. If you are not sure how you would like to use your ownership, contact Owner Services by phone or via e-mail to explore options available to you.

Important Note:
Fees and restrictions apply; please refer to your ownership documents and exchange company disclosure guide for complete details. The Vistana Signature Network Operator reserves the right to change, modify or cancel benefits of the vacation network, including but not limited to banking, at any time and in its sole discretion. This message is for informational purposes only and complete terms and conditions are in the Network Disclosure Guide and related vacation network documents. At certain villa resorts, membership and the use of StarOptions may only be available for Vacation Ownership Interests acquired directly from the developer of the resort.
ACCESS GRANTED

It’s here: one program with a world of benefits. Marriott Bonvoy™ is the new Marriott Rewards®, The Ritz-Carlton Rewards® and SPG®. Now you can access an extraordinary portfolio of brands across more than 6,700 hotels and resorts worldwide, along with exclusive rewards.

As an Owner with Vistana™ Signature Experiences, you can also convert your ownership into hotel Marriott Bonvoy™ Points — all with Marriott Bonvoy™ Gold Elite status.

GET TO THE POINTS

Convert your VOI into Marriott Bonvoy Points. Refer to your Vacation Ownership Notification for the conversion of your VOI. Once deposited into your account, you have up to six years to use points before they expire.

You can convert your VOI into points in nonconsecutive Use Years.*

Convert your VOI into points between Oct. 1 of the year prior and March 31** of the Use Year being converted.

Your points will be available within approximately 72 hours.

MORE REWARDS EVERYWHERE

Get more at the Marriott Bonvoy Gold Elite level.

Redeem points for room nights at more than 6,700 hotels and resorts.

No blackout dates. Ever.

Earn 10 points per US$1 spent on your hotel folio.***

Earn a 25% point bonus.

Access more airline partners than ever before with more than 40 total participating.

An arrival gift of up to 500 points.

2 p.m. late checkout (based on availability)

Enhanced room upgrade (based on availability)

Enhanced Wi-Fi

A dedicated customer-service reservation line

To make a hotel reservation, visit marriott.com or call the dedicated servicing line at 888.625.4990.

IMPORTANT NOTE: Fees may apply, please refer to your ownership documents and marriottbonvoy.com for complete terms and conditions. The points conversion feature is only offered for VOI acquired directly from the developer of the resort. The Vistana Signature Network™ Operator reserves the right to expand or reduce the list of eligible Owners who may participate in the points conversion program through the resale of a VOI. Your maintenance fees, taxes and network dues must be paid at the time the points conversion is requested including for a future Use Year.

* Owners who are Vistana Signature Network™ (VSN) Three-, Four- and Five-Star Elite can convert each Use Year.

** VSN Three-Star Elite may convert up until July 1; Four- and Five-Star may convert up until Oct. 1.

*** Applicable to all brands except Residence Inn®, TownePlace Suites® and Element®, which will be 5 points for every dollar spent.
External Exchange

Travel to even more domestic and international destinations and stay in villas at additional resorts through external exchange with Interval International®. Through the Vistana Signature Network™, your membership with the exchange company is included. Access nearly 3,200 additional resorts in more than 80 nations, 500 of which are designated as premier, with the most outstanding accommodations and amenities.

Call Owner Services or visit your Owner Dashboard on vistana.com and select “External Exchange” from the “My Choices” widget to request that your VOI be assigned to your Interval International account.

FOR COMPLETE RESORT LISTINGS, PLEASE REFER TO YOUR INTERVAL INTERNATIONAL ONLINE RESORT DIRECTORY.
VSN Select

MORE WAYS TO USE YOUR STAROPTIONS
Now Owners in the Vistana Signature Network™ have more ways to use their StarOptions® through VSN Select.

Elevate your ownership by redeeming StarOptions plus cash for curated experiences and select travel opportunities including cruises, hotel stays and more.

For more on VSN Select, go to vistana.com/dashboard.

Explore Online

Visit vistana.com to manage your account, plan your trip and everything in between.

MY PROFILE
• View your gallery
• Describe your vacation style
• Share your vacation stories
• Set your privacy settings

DASHBOARD
• Reserve a villa
• View your next villa stay
• Find ownership details
• See current account balances
• Banking your StarOptions
• Redeem StarOptions for VSN Select featured offers and more
• Pay maintenance fees
• Change online account settings
• Review helpful information with Ownership 101
• Review your Ownership Guide and helpful charts and calendars

DESTINATIONS
• Delve into on-site and local area activities
• Check out villa resort amenities and dining
• Peruse resort images and videos
• Contact your Personal Concierge

VACATION IDEAS
• Find travel inspiration
• Discover one-of-a-kind stories
• Learn expert travel tips

COMMUNITY
• Connect with us on social media
• Share your vacation photos, videos, stories and recommendations
• Get insider tips
• Interact with like-minded adventurers

New features, articles and contests are always being added, so check back often.
Connect With Us

Take advantage of the helpful Owner Services team. If you have questions or want to make a reservation, please use one of the following telephone numbers. Reservations, Owner Services, Loan Servicing and Association Management Services are available in English, Spanish and Japanese.

RESERVATIONS AND OWNER SERVICES:
UNITED STATES, CANADA AND PUERTO RICO:
Sheraton Vacation Club:
888 SV OWNER (786 9637) or 407 903 4649

UNITED KINGDOM:
0 800 89 5065

MEXICO:
001 800 847 8262

JAPAN:
KDDI 0053 113 0318
NTT 0034 800 400 195
ITJ 0044 221 233 28
IDC 0066 338 213 35

ALL OTHER AREAS:
407 903 4640

ADDITIONAL NUMBERS:
Fax for Owner Services:
407 903 4641

Fax for Loan Servicing:
407 903 4701

Fax for Association Management:
407 418 7771

MARRIOTT BONVOY™
Dedicated Service Line:
888 625 4990

INTERVAL INTERNATIONAL®
EXTERNAL EXCHANGE
Dedicated Service Line:
877 782 7088