

FLEX SYSTEM RULES AND GUIDELINES:

The following are the policies and procedures as adopted by the Pinestead Reef Owners Association Board of Directors on November 11, 2001, to take effect as of the start date of week 1, January 6, 2002. These policies have been set to preserve and enhance the enjoyment of the flex system at the Pinestead Reef. We recommend that you fully review and understand these policies, and if you have any questions to please give us a call.

1. Flex time may be used during weeks 1-25 and 36-52. All of your time must be used during that year. No accrual of time from year to year is allowed, unless approved by management.
2. Flex time reservations may be made from as little as a one night stay to any number of nights, not to exceed the total number of nights that you have available.
3. Reservations are accepted from 8:00a.m. - 12 midnight, Eastern standard time, seven days a week. **Your flex time can be reserved a maximum of 60 days in advance** of the first day of your intended occupancy (see the flex calendar, or call us if you need one).
4. You may cancel your flex reservation by calling the resort at least 48 hours before the first day reserved. **Not canceling reservations 48 hours prior to arrival will result in the loss of one flex day.** No shows will result in the loss of all flex days reserved.
5. Flex use is assigned based on whether you own a one or two bedroom unit. You may request a specific unit or preference at the time you make a reservation, and we will try to accommodate your request whenever possible. **Changes in room assignment may not be possible at the time of check-in.**
6. You may use multiple units at one time, with a charge of one flex day per unit/night reserved.
7. Pinestead must receive written permission from the owner in advance to allow the check-in of any guests.
8. **An assigned unit/week does entitle the flex owner priority use of their unit/week ,as per lease agreement, provided they notify Pinestead management annually at least 70 days prior to the start date of their week.** Once secured, the owner has the option to occupy, spacebank, or rent their unit/week through the resort, and must abide by the rules of non-flex week owners.
9. You **do not** have to pre-pay your maintenance fee(s) to SpaceBank your unit with RCI. You **do** need to pay your maintenance fee(s) before you can occupy your flex unit for a new year. You will be billed every December for the following year's fees.
10. **If you plan to deposit your Flex week with Resort Condominiums International (RCI), you must do so at least 60 days prior to the start date of your assigned week.** If the unit is not SpaceBanked before the 60 day limit, the unit then enters the flex system and becomes available for use by all flex owners. RCI members may SpaceBank their week simply by calling RCI at 1-800-338-7777.

TIPS FOR USING FLEX TIME

The following are tips provided by the staff and management at Pinestead Reef for more productive and enjoyable use of your flex time.

- * When requesting reservations for June, September, October, weekends, and holidays it is recommended that you call exactly 60 days in advance of the first day of your desired occupancy. These are the most requested times of year and fill up quickly!
- * Owners wishing to stay mid-week and in the off season have much more flexibility and satisfaction in booking their reserved time.
- * Always have alternative dates in mind when asking for a reservation. Also, ask to be placed on a stand-by list if your requested dates are not available. Often, we have cancellations or early departures and will then be able to accommodate you.
- * Don't save all your flex time for the end of the calendar year (especially holidays). Many owners wait until the last few months of the year to use their flex time, and there simply aren't enough units in the system to accommodate all the requests.
- * Once again, if you call exactly 60 days in advance, are willing to be a little flexible, and ask to be put on the stand-by list you have a very good chance of booking your desired vacation time. If you have any questions about your flex ownership or these policies, please call us at (231) 947 - 4010.

TRADING YOUR FLEX WEEK THROUGH RCI

Flex owners who have joined Resort Condominiums International (RCI) have the option of spacebanking their unit with RCI. This means that the owner gives their use for a specific year to RCI and asks RCI for the use of a condominium week at another resort. The unit at Pinestead Reef will then be assigned and used by another guest sent through RCI.

When you give your week to RCI for exchange, the process is called "spacebanking." To spacebank your week simply call RCI on their toll-free number at 1-800-338-7777. You will need to give them your RCI membership number and your assigned unit & week number (call us if you do not know your assigned unit/week). You can spacebank your unit/week up to 2 years in advance of the start date, and as late as 60 days before the start date. Keep in mind, the earlier you spacebank your week, the more chance you have of receiving your requested exchange.

Once your week is spacebanked, you may call RCI's toll free number anytime to request an exchange and travel on your week (requests for travel can be made at the time you spacebank your week, or at a later date). You should choose your destination and time of travel in advance of your call (RCI members receive a full color, RCI resort directory). The spacebanked week may be traveled on one year in advance of the start date, and as late as 2 years after. For example: If you spacebank week 5, 2002 (start date of February 3, 2002) you may travel against this week anytime between February 3, 2001 to February 3, 2004.

All this information and answers to your other questions about RCI can be found simply by calling RCI at 1-800-338-7777 to open a membership or spacebank your week. If you have specific questions about the week you own at Pinestead Reef, call the resort at 231-947-4010 and ask to speak to the RCI Coordinator.