

QVI Club is an exciting and flexible vacation membership club built on relationship-building, family values, rekindling of love and bonding.

QVI Club provides members with years of magical vacations, unique holiday experiences and fun filled adventures to treasure with their loved ones.

With a comprehensive range of accommodations offered through QVI Club's Home Resorts, Limited Collection Resorts and a diverse selection from XchangeWorld Associated Resorts – QVI Club's own holiday exchange network which provides access to more than 2,000 hotels and resorts worldwide, one can truly **Explore your World with QVI Club!**

From snowy mountain retreats to sun-kissed beach resorts, from quaint countryside inns to tropical hilltop hideaways, each is a unique holiday experience in itself, with the promise of fun-filled adventures to enjoy with your loved ones. Open your mind, expand your horizons, unleash your wanderlust and go out and Explore Your World!

QVI Club is indeed one of the fastest-growing vacation membership clubs in the world, providing members with an immense range of travel destinations, ease and flexibility through the club's different types of membership to suit every individual needs and that of family and friends, all at excellent value!

### **QVI CLUB'S VISION AND MISSION**

At QVI Club, our vision and mission is:

"To provide quality products and services to our valued members; to be present in every prime location in the world, either by the development of our own QVI Home Resort or through partnerships with high quality resorts.

We aim to give you a QVI Club holiday that exceeds your expectations, each and every time you travel with us."

## **IN A NUTSHELL...**

QVI Club....

- Is a vacation product line of QNet
- Is an exciting and flexible vacation membership club that offers access to more than 2,000 hotels and resorts worldwide
- Vacations offered are based on fostering and spending quality time with your loved ones
- Is one of the fastest growing vacation clubs in the world, constantly expanding our resort portfolio to ensure an inventory of quality resorts for our members
- Save money on future vacations
- Allows you to earn money while on vacation and introducing family and friends to the QVI Club products

## 1. QVI CLUB VACATION MEMBERSHIP

QVI Club Vacation Membership operates on a Right-to-Use Plan. Under this plan, the ownership of the resort remains with the developer.

The purchaser reserves the right to use one or more resort accommodations for a specified number of years, ranging typically from 10 to 30 years, after which all rights to use return to the developer.

QVI Club offers five different membership types ranging from 5 to 30 years and one of the memberships with an added feature to access QVI Points. These memberships are all excellent value for money. One can choose a membership type that fits your lifestyle and vacation needs.

The membership types include:

The beautiful world of travel and holiday pleasures awaits you with spectacular benefits and privileges! The Diamond Vacation Club Membership is specially created for you to experience a two-week vacation every year at quality accommodations, along with the benefits of Travel Shield.



- Diamond Vacation Club Membership with Travel Shield
  - 30-year membership
  - Two weeks' vacation entitlement annually (60 weeks / 420 nights in total)
  - Occupancy for two to four persons
  - Access to more than 1,000 resorts worldwide
  - One year of QVI Travel Shield Membership

Be it a vacation in the tropics or a winter holiday in the Alps, QVI Club can take you there without hassle. Achieve your dream vacation with QVI's Platinum Vacation Club Membership and enjoy the benefits of a fantastic holiday. This membership allows you to enjoy a one-week vacation annually at any of QVI-affiliated resorts with your family and friends, along with the benefits of Travel Shield.



- Platinum Vacation Club Membership with Travel Shield
  - 30-year membership
  - One weeks' vacation entitlement annually (30 weeks / 210 nights in total)
  - Occupancy for two to four persons
  - Access to more than 1,000 resorts worldwide
  - One year of QVI Travel Shield Membership

Not everyone has the luxury of time to have a yearly getaway. If you are one of them, our biennial Gold Vacation Club Membership will suit your needs perfectly, especially accompanied with the benefits of Travel Shield!



➤ Gold Vacation Club Membership with Travel Shield

- 30-year membership
- One week's vacation entitlement every alternate year (15 weeks / 105 nights in total)
- Occupancy for two to four persons
- Access to more than 1,000 resorts worldwide
- One year of QVI Travel Shield Membership

For the budget-conscious, this membership gives you great choice and flexibility with one-week holidays every alternate year over 10 years, along with the benefits of Travel Shield.



➤ Silver Vacation Club Membership with Travel Shield

- 10-year membership
- Six weeks' vacation entitlement to be utilised one week every alternate year and the sixth week can be utilised in any year of the membership (6 weeks / 42 nights in total)
- Occupancy for two to four persons
- Access to more than 1,000 resorts worldwide
- One year of QVI Travel Shield Membership

One of our most popular memberships, this assures you of a fantastic week-long holiday in more than 1,000 resorts worldwide, every alternate year over five years, along with the benefits of Travel Shield!



➤ Bronze Vacation Club Membership with Travel Shield

- 5-year membership
- One week of vacation entitlement every alternate year (3 weeks / 21 nights in total)
- Occupancy for two to four persons
- Access to more than 1,000 resorts worldwide
- One year of QVI Travel Shield Membership

## **2. QVI CLUB MEMBER'S BENEFITS**

As a QVI Club member, one will enjoy endless vacation benefits and the opportunity to grow the network and business while on holiday!

### ➤ **Incredible value and opportunity**

The best thing about QVI Club membership is that one gets to enjoy great vacations for many years, all at today's prices!

### ➤ **Choice of resort categories**

With affiliations to more than 2,000 resorts around the world, the members are provided with an immense range of travel destinations and accommodation choice.

QVI Club's resorts are classified under four main categories:

- QVI Club's Home Resorts, which are owned by QVI
- Limited Collection Resorts, which QVI have direct lease contract with for a specific period of time
- Xchange World Resorts, are part of an International Exchange Network
- Exclusive Boutique Collection Resorts, offers a higher category of luxurious resorts

### ➤ **Flexibility of membership**

QVI Club member has the ability to transfer his membership to his children, grandchildren and loved ones.

He may also share or gift the vacation week(s) to family, friends and associates.

### ➤ **QVI Club Membership at a glance...**

- Great vacations for many years at today's prices
- Choice of beautifully appointed accommodation to fit one's needs and lifestyle
- The ability to transfer ownership to children, grandchildren and loved ones
- The option to share or gift the vacation week(s) to family, friends and associates
- Receive regular updates on promotions, new resorts, special offers and other information through Traveller, Facebook and other forms of eCommunication from QVI Club

### 3. QVI Club Membership with Combos Products

➤ Type of Membership Individual and Combos:-

- Club Membership Normal



- Club Memberships + Brochure & Resort Directory



- Club membership + BrilCloud + BrilNet (12 months)



- Memberships + brochure & resort directory + BrilCloud & BrilNet (12 Months)



- Club membership + V-Tube (12 months)



- Club membership + brochure & resort directory + V-Tube (12 months)



- Club membership + QVI travel Shield Special



- Club membership + brochure & resort directory + Travel Shield Special



#### 4. SAVE MORE WITH QVI CLUB!

This is how it works:

<b>Example:</b>	
<b>Diamond Vacation Club Membership</b>	<b>USD 13,190</b>
<b>Cost per room/night</b> (USD 13,190 / 420 nights)	<b>USD 31.40</b>
<b>Usage Fee/night</b> (USD 200 per week)	<b>USD 29.00</b>
<b>Xchange Fee/night (XchangeWorld Booking)</b> (USD 118 per week)	<b>USD 17.00</b>
<b>QVI Club Member Pay Only</b>	<b>USD 77.40 per night!</b>

Note: Tax, services or utilities related charges, or all-inclusive charges, may be applicable at selected properties and resorts.



## 5. VACATION WEEK(S) ENTITLEMENT

Upon the purchase of the selected QVI Club membership, which includes a specific number of week(s) entitlements, the QVI Club member may use these vacation week(s) at QVI Club's Home Resorts, Limited Collection Resorts or any other affiliated resorts participating in the programme (Xchangeworld.com).

QVI Club vacation week(s) entitlement varies between the different membership types.

### ANNUAL WEEK(S) ENTITLEMENT

"Entitlement" denotes the QVI Club Member's right to use the facilities provided by QVI Home Resorts, Limited Collection Resorts and/or the exchange accommodation participating in the programme, upon registration of their QVI Club Membership.

- For members who joined from **1<sup>st</sup> January to 30<sup>th</sup> September** of each year, their annual entitlement will start on the year of joining.

#### **Example:**

- If a QVI Club Member joins on 15 June 2015, his/her first year of entitlement will start in 15 June 2015, on the condition that:
  - The member pays the Usage Fee\* on or before the end of 31 December 2015.
- The entitlement is valid for use from 15 June 2015 to 15 June 2017.
- For members who joined from **1<sup>st</sup> October to 31<sup>st</sup> December** of each year, their annual entitlement will only start on the following year.

#### **Example:**

- If a QVI Club Member joins on 1 November 2015, his/her first year of entitlement will start on 1 January 2016.
  - The member will have to pay the Usage Fee\* if he/she wishes to utilize the week(s) entitlement.
- The entitlement is valid for use from 1 January 2016 to 1 January 2018.
- However, if the member wishes to utilize his/her first year entitlement immediately in 2015, they may do so by 'borrowing\*\*' the entitlement which is supposed to start only on 1 January 2016.

#### **Note:**

\* Refer to "**Usage Fee**" under "**Vacation Week(s) Use Period & Usage Fee**".

\*\*Refer to "**Borrowing Vacation Week(s) Entitlement**" under "**Save & Borrow Vacation Week(s) Entitlement**".

**"ONE WEEK"** - A one-week vacation entitlement would mean - Eight (8) days seven (7) nights.

#### **Example:**

If the check-in to the resort is on Saturday, the check-out would be the next immediate Saturday.

## 6. VACATION WEEK(S) USE PERIOD & USAGE FEE

### VACATION WEEK(S) USE PERIOD

Vacation week(s) use period would indicate the time frame a member can use his week(s) entitlement at either QVI Club's Home Resorts, Limited Collection Resorts and/or the exchange accommodation participating in the programme.

In general:

- The QVI Club member has within 2 years before the end of their membership anniversary date to utilize their vacation week(s) entitlement.

#### **Example:**

- If an IR bought his QVI Club Membership on 15 June 2015, he shall be entitled to use his 2015 entitlement within the period from 15 June 2015 – 15 June 2017.

### USAGE FEE

Usage Fee is a yearly fee payable by the QVI Club Member for the maintenance and repair works done on QVI Home Resorts.

- When a QVI Club Member wishes to use his week(s) entitlement, the member shall pay QVI the Usage Fee in order to utilise his week(s) entitlement at any of QVI Club Home Resorts, Limited Collection and/or exchange accommodation.
- Usage Fee shall be paid by the member within the year of entitlement, i.e. on or before the end of December of the annual entitlement.
- Usage fee must be paid prior to the utilization of the week(s) entitlement.
- Failure of payment of the Usage Fee will lead to the forfeiture of the member's annual entitlement.
- If the member does not wish to utilize his/her week(s) entitlement or does not wish to save the entitlement for future use in a particular year, the member does not need to pay the Usage Fee for that particular year. In such instance, the member's week(s) entitlement for that particular year will be forfeited.
- Usage Fee of USD200.00 is chargeable to the member on a per-week-per-unit-per-year basis.

#### **Important Note:**

For Diamond Vacation Club Membership, the Usage Fee would be USD400.00 for two weeks' entitlement.

This Usage Fee cannot be split into two times payment, i.e. member cannot choose to pay half of the Usage Fee for 1 week first and the balance later.

## 7. SAVE & BORROW VACATION WEEK(S) ENTITLEMENT

If the QVI Club member does not utilise his vacation week(s) for a particular year, and wishes to use it in the future, he/she may do so by 'saving' the entitlement(s), provided usage fee has been paid for that particular week entitlement.

On the other hand, if the member wishes to take longer vacation for a particular year, he may 'borrow' or advance his future week(s) entitlement to do so.

This provides maximum flexibility for the member in planning for his well-deserved vacation with QVI Club.

### SAVING VACATION WEEK(S) ENTITLEMENT

A QVI Club member:

- May 'save' his/her week(s) entitlement up to a maximum of 2 years:
  - The 2 years validity is calculated from the date of purchase of the QVI Club Membership and not from the date when the week(s) entitlement is saved.
- Will have to ensure that the Usage Fee for the week(s) entitlement saved is fully paid.

#### **Example:**

If the member purchases a QVI Club Platinum membership on 22 April 2015:

- The 1<sup>st</sup> year of entitlement starts from 22 April 2015 and is valid till 31 December 2015.
- Since the member is not able to travel in 2015, he decides to 'save' the week entitlement.

**Note:** The rule allows saving up to a maximum of 2 years.

- The member must pay the Usage Fee of USD 200.00 for the entitlement saved on or before 31 December 2015. Failing to do so will result in the entitlement being forfeited.
- His/her 'saved' week(s) entitlement will then be valid from 22 April 2015 to 22 April 2017.

#### **IMPORTANT NOTE**

- It is important to advise the member to deposit his week(s) entitlement by paying his current Usage Fee if they do not have any travel plans in the entitlement year.
- This would prevent the week(s) entitlement from being forfeited and can be used within the validity period.

On a case by case basis, if a member's week(s) entitlement is forfeited due to his non-payment of the Usage Fee for the particular year, but however he/she has traveling plans or confirming a reservation with QVI Club within 6 months from the expired week(s) entitlement date, his forfeited entitlement may be 'activated' for use, subject to your manager or supervisor's approval.

The member will have to pay the Usage Fee to use the entitlement.

## 8. BORROWING VACATION WEEK(S) ENTITLEMENT

On the other hand, QVI Club Membership allows 'borrowing' of week(s) entitlements in advance.

The member:

- May 'borrow' his/her week(s) entitlement up to a maximum of 1 year.
- Will have to ensure that the Usage Fee for the week(s) entitlement he/she is borrowing is fully paid.

### **Example 1:**

If the member purchases a QVI Club Platinum membership on 22 April 2015:

- The first year of entitlement will start from 22 April 2015 till 31 December 2015 and the Usage Fee for the year has been paid. The week will be valid till 22 April 2017.
- Since the member is not able to travel in 2015, he decides to 'save' the week entitlement as he intends to have a long vacation of 3 weeks starting from 2 – 23 February 2017 with his family.
- In 2015, he/she will have:
  - 1 week of 2015 entitlement – which was 'saved'
  - 1 week of 2016 entitlement – which he/she would use
  - 1 week of 2017 entitlement – which he/she would have to 'borrow'

**Note:** To 'borrow' the week entitlement, the member will have to pay his Usage Fee upon reservation.

### **Example 2:**

Using the above example, if the member is using his 3 weeks entitlement to reserve 3 units for 1 weeks' vacation instead, the member will:

- Have to ensure that all Usage Fee for the weeks are fully paid
- He will have to 'purchase' Guest Certificate\* for the 2<sup>nd</sup> and 3<sup>rd</sup> unit reserved.

\*Refer to notes on "**Guest Certificate**".

## **EXTENSION OF VACATION WEEK(S) ENTITLEMENT**

All week(s) entitlement deposited can be extended for up to a maximum of 1 year after the expiry date.

The fee chargeable for the extension is:

- USD30.00 for 6 months extension from the date of expiry of the week(s) entitlement.
- USD60.00 for 12 months extension from the date of expiry of the week(s) entitlement.

### **IMPORTANT NOTE:**

- Week(s) entitlement extension is only allowed on the context that the member has a confirmed traveling plan or reservation with QVI Club.

## 9. SPLIT WEEK

### WHAT IS SPLIT WEEK?

For members who prefer to have shorter vacations each time, Split Week is definitely the option for them.

Split weeks enables the customer to split the week's entitlement into two separate visits to a resort; such as a three-night or a four-night stay at different times of the year.

- Split Week options are available at participating resorts only which include:
  - XchangeWorld Associated Resorts with Split Week options  
For a complete list of the participating resorts, visit:  
[www.xchangeworld.com/xplore\\_splitweeks.html](http://www.xchangeworld.com/xplore_splitweeks.html)  
  
Participating resorts are located in Indonesia, Thailand, Malaysia, Philippines, China, India, Turkey, Egypt, Mauritius and U.A.E. currently.
  - QVI Club Home Resorts and Limited Collection Resorts

Split week provides flexibility and options for those who prefers 2 holidays instead of 1!

### SPLIT WEEK CHECK-INS

Split week check-ins is on specific days of the week.

- For XchangeWorld Associated Resorts with Split Week options, the check-in days are:
  - Saturday to Tuesday for a 3-night's stay
  - Tuesday to Saturday for a 4-night's stay

**Note:**

*Refer to "**XchangeWorld List of Participating Resorts**" for the list of XchangeWorld Split Week participating resorts.*

- For QVI Club Home Resorts and Limited Collection Resorts, the check-ins is not subjected to a specific check-in day. The member may choose any day of the week. Subject to availability.

### SPLIT WEEK FEES

- All reservations for Split Week are on a first-come-first-served basis and subject to availability.
- A Split Week Xchange Fee is required for any reservations under Split Week reservation.
- Split Week Xchange Fee is USD78.00 per 3-night or 4-night split or Split Week Premium Xchange Fees

## 10. GUEST CERTIFICATES

As a QVI Club member, one has access to many great vacations around the world and that certainly create lots of everlasting memories which can also be extended to their family and friends!

A guest certificate denotes placing the reservation on a guest's name other than the registered QVI Club member. However, Guest Certificate Fee does not apply for immediate family members, e.g. spouse, children, parents and parents-in-laws.

This allows the member's family and friends to check into a vacation at any one of QVI Club Home Resorts, Limited Collection Resort or XchangeWorld participating resorts throughout their QVI Club Membership.



### HOW TO ISSUE A GUEST CERTIFICATE?

A Guest Certificate is required if:

- The reservation is made for other than the registered QVI Club member.
- The QVI Club member is not able to travel for the reservation made and has decided to gift this vacation experience to his family and friends.

The QVI Club member must:

- Contact the C.E.A to make arrangement for a Guest Certificate to be issued prior to check in at the hotel/resort.

The assigned CEA will:

- Check with the member during reservation, if the booking is made for themselves or for another guest.
- The assigned CEA will go through the reservation process
- Advise the member for the Guest Certificate Fee payment
- Close the reservation by issuing the CV under the guest's name.

## **HOW MUCH DOES IT COST TO ISSUE A GUEST CERTIFICATE?**

- USD50.00 is all it takes to start sharing and exploring the world of vacation with their family and friends.
- Regular Xchange Fees for a week's or split week's stay still applies!
- However, once a Guest Certificate is issued and if the reservation is eventually cancelled, the Guest Certificate Fee, along with the other fees will be forfeited\*.

## 11. Transfer of Membership

The QVI Club member may transfer his/her QVI Club Membership with prior written consent of QVI Club to transfer their membership rights.

Transfer of the membership is allowed with both parties (Transferor and Transferee) understanding and agreeing to the terms and conditions.

### Transfer of Membership Fee

A Transfer of Membership Fee of USD150.00 is required to effect both the transfer of their QVI Club and XchangeWorld memberships.

Upon the registration of such a transfer:

- The transferee shall receive a new QVI Club Membership Welcome Pack, comprising of a QVI ID card and details of the membership purchased.
- The transferee shall be bound by the Agreement and the Rules of QVI Club stated therein upon the registration of the transfer.
- The database of QVI Club will be updated with the transferee's information but the QNet Account will remain the same as the original member's name.

Notwithstanding QVI Club's consent to a transfer, QVI Club will not register any transfer of the membership rights until all outstanding payment due to QVI Club are settled by the transferring member.

### How to Request For a Transfer?

The transferor will have to contact the C.E.A. via email at [customercare@qviclub.com](mailto:customercare@qviclub.com) or by calling the contact centre at +603-7949-8288.

### Transfer of Membership Process

Once QVI Club receives the email or call from the transferor, the assigned Customer Experience Ambassador shall:

- 1) Send an email to the transferor requesting for documentation required for the transfer

Below is a sample email which would be sent to the transferor:



Transfer of Ownership Endorsement Letter Blank.pdf

- 1) Upon the receipt of the documents from the transferor, C.E.A. must check through and ensure that all required documentation and forms are completed.
- 2) C.E.A. then contacts both the transferor and transferee to verify the transfer of the QVI Club membership and endorse all documentation upon the verification with the parties concern.
- 3) When all is in order, hand over to their immediate Supervisor or Manager for the approval together with the payment of USD150.00 as the Transfer Fee.



- 4) Upon approval from the Supervisor or Manager, C.E.A. shall proceed to process the payment. Once payment is approved and complete, contact both the transferor and transferee and inform them about it.
- 5) CEA must make the necessary changes in CRM under the IR profile and save the documents in CRM under the Notes.
- 6) CEA must also inform fulfilment team to reissue a new QVI Club Membership Card to the new member (transferee).

**12. Transfer of Membership endorsement letter template**

***REQUEST FORM FOR TRANSFER OF OWNERSHIP***

**Date of Request:** \_\_\_\_\_

**Attention: Quest Vacation International Pte Ltd**

7B Keppel Road, #06-07/08/09

Tanjong Pagar Complex

Singapore 089055

Tel: 65 6491 0900

**Requesting Member:** \_\_\_\_\_

**QVI or IR ID:** \_\_\_\_\_

**Club Membership:** \_\_\_\_\_

I, \_\_\_\_\_ (Original Member Name) QVI ID \_\_\_\_\_ would like to transfer my \_\_\_\_\_ Club Membership to (New Owner Name) \_\_\_\_\_ IR ID \_\_\_\_\_ . I

Agreed with the transfer fee of USD150 and (New Owner Name) \_\_\_\_\_ would use the \_\_\_\_\_ Club Membership for the week entitlement of \_\_\_\_\_ (Starting Week Entitlement).

(New Owner Name) \_\_\_\_\_ is aware of all the relevant fees applicable as per following links.

- 1) Usage & Fee - <http://www.qviclub.com/club-memberships/faqs/>
- 2) Xchange Fee - <http://www.xchangeworld.com/xplain/exchange-fee/>

Following are the full details of (New Owner Name) \_\_\_\_\_ :-

Name

Address

Home Phone Number

Mobile Number

Email Address

Alternate Email Address

Nationality

Birthdate

Gender

Transferor: \_\_\_\_\_

(Original Owner)

I (New Owner) \_\_\_\_\_ agree to take over the \_\_\_\_\_ Club Membership from (Original Owner) QVI ID \_\_\_\_\_ .

Hereby agree with all the payments stated above when I use for vacation.

Transferee: \_\_\_\_\_ (New Owner)