

GL7 and GC8 Owner Usage

Owner Weeks:

Keep in mind the following:

- As you pull up each owner, be sure to look at *Active* contracts to determine what they own. Pay attention to unit size, season, if they own bi-annually or annually, and when their first year of usage is. They can only book what they own.
- When booking an Owner Week for an owner, be mindful of the check-in days for the _____ different buildings at The Grand Lodge on Peak 7 and the _____ different buildings at The Grand Colorado on Peak 8.
- Owners cannot be booked into any unit ending with an "X".
- Must be booked into _____ inventory.

All Float Seasons at GL7: Owners may call, at earliest, on the first Tuesday that is inside 365 days to reserve their desired owner week. (See Cheat Sheet)

All Float Seasons at GC8: Owners may call, at earliest, on the first Wednesday that is inside 365 days to reserve their desired owner week. (See Cheat Sheet)

- **Three or Four bedroom owners can call, on the first Tuesday (7) or Wednesday (8), that is 372 days in advance.** *(1 week earlier than normal, must book at least 3 bedrooms)*

Multi-Week Owners GL7 & GC8

- If an owner owns multiple weeks in the same size unit and in the same season, they can call on the standard booking day to reserve two weeks consecutively. *(First week is being booked on the normal booking day, while the second week is essentially being booked a week early)*

Booking the Week:

- You will need to apply points usage to complete the booking.
- There are 2 required notes for Owner Weeks at Grand Lodge on Peak 7 or Peak 8:
 - _____
 - _____ (if applicable)
- We send an email confirmation for Owner Week Reservations – Please review how this is done

Cancellation and Reschedule Policy:

- There is no fee to cancel or reschedule – it is good practice to ask discovery questions for a back up plan or to reschedule immediately.

Point Stays

Keep in the mind the following:

- Points can be used in any season, any size unit, with any check-in day assuming an owner is has enough points to book the Point Stay.
- **Points Stays may be booked when the check in day is inside of ____ months.**
- The minimum length of a Points Stay is ____ nights. (Exceptions are made for 1 night gaps)
- Points Stays can only be booked in _____ inventory.
- A Points Calculator is provided for you to quickly determine the point value of any given stay.
- Unused points do not carry over from year to year.
- Owners may borrow points from the following year assuming:
 - They are Annual owners.
 - The stay is booked within 2 months of the arrival date.
- Points Stays each have an Administrative Fee of _____.
- Points Stays require 1-2 notes:
 - _____
 - _____ (if applicable)
- Email Confirmations are sent for Point Stays – Please review how this is done.

Thought Process

1. How many points do the owners have to use?
2. What is the latest day they can check-in? (*6 month rule*)
3. Set expectation for what they want and remain positive.
4. ALWAYS search the desired dates.
5. If it is not available, offer the closest solution
6. Ask discover questions about why they want certain dates.
7. Share tips and strategies on how they can be more successful in the future

Helpful Hints and Tips:

- Points reservations will be more available during off-peak times of the year, and more difficult to confirm during peak times such as holidays, Spring Break, etc.
- Points reservations will be more available in the smaller-sized residences, and more difficult to confirm in the larger residences.
- Points reservations are based on availability, so being flexible with dates and residence sizes will increase the likelihood of confirming a points reservation.