



Exchange Frequently Asked Questions

ExtraOrdinary Escapes' contract with Interval International® (herein referred to as II) expires December 31, 2020. Destination Xchange® will replace II as the primary exchange provider included in your membership beginning January 1, 2021.

What are the changes beginning January 1, 2021?

Beginning January 1, 2021, Destination Xchange will be included with your ExtraOrdinary Escapes membership and will replace II as the primary exchange company inclusive with your membership.

What are my options for exchanges in 2021?

ExtraOrdinary Escapes' exclusive contract with II will end on December 31, 2020. Beginning January 1, 2021 and forward, the primary exchange partner included in your ExtraOrdinary Escapes membership will be Destination Xchange.

If you prefer to work with an alternate provider, you are free to do so. You would be subject to the third-party exchange company's membership, service fees, and its policies. Once enrolled with the exchange company of your choice, Diamond Resorts will assist in facilitating any exchanges with your chosen company, provided that you are a Member in good standing with your Embarc Resort Dues.

If I have an active ExtraOrdinary Escapes membership, will I still have access to II?

No, you will not have access to II through your ExtraOrdinary Escapes membership. If you choose to continue your II membership, you will need to contact II directly to set up a new, independent membership to continue to exchange through the II network. Your ExtraOrdinary Escapes membership as of January 1, 2021, includes Destination Xchange services.

Will my ExtraOrdinary Escapes Dues decrease because of this change?

No. Your II membership has been replaced with a membership to Destination Xchange® for external exchange services, and remains an underlying cost that you pay for as part of your ExtraOrdinary Escapes membership Resort Dues.

Is membership into Destination Xchange included in ExtraOrdinary Escapes membership?

Yes. Destination Xchange services are included in ExtraOrdinary Escapes membership. There is no additional membership fee for Destination Xchange. An Exchange Fee is required at time of booking.

Will I be automatically enrolled into Destination Xchange?

When Destination Xchange launched on March 11, 2020 all active ExtraOrdinary Escapes members were automatically enrolled. Moving forward, any new ExtraOrdinary Escapes members will be automatically enrolled into Destination Xchange and can book reservations for arrivals January 1, 2021 and forward.

When can I start booking exchanges through Destination Xchange?

Destination Xchange reservations are readily available to be booked on member.embarcresorts.com for arrivals beginning January 1, 2021 and forward.

Can I access Destination Xchange when I log in to my online account?

Yes. All things Destination Xchange are accessible when logging onto Member.EmbarcResorts.com under “**Destination Xchange.**”

What are the new features of Destination Xchange that you did not previously have with II?

5-Year Advantage:

5-Year Advantage Xchange program allows you to deposit your points and redeem for future Destination Xchange reservations for up to 5 years.


Coming Soon:

1. Short Xchange: Short stay vacations (2 to 6 nights) booked within 30 days of travel using points (available for booking April 1, 2021 and forward)

2. Express Xcapes: Last minute, 7-night vacations booked within 30 days of travel for 50% off point values (available for booking April 1, 2021 and forward)
3. Destination Xtras: Destination Xtras are highly discounted 7-night vacations paid with cash starting at \$299 (not points); these stays are often less than the cost of a hotel room per night for a fully furnished timeshare unit

What is the process to exchange with Destination Xchange?

Destination Xchange inventory is integrated into your online search tool to provide a seamless booking experience, all within one search. Follow the below steps to complete an exchange through the Destination Xchange network:

1. Log into Member.EmbarcResorts.com.
2. From the left side navigation bar, select **"Destination Xchange" > "Search for Availability."**
3. Use the "Flexible Search" tool to search for the destination, date and duration of your stay, and then filter the search to show only Destination Xchange properties by checking only the box with the  symbol. NOTE: Instant Xchanges must be booked in 7-night increments.
4. To instantly book your stay, select **"Book It"** to the right of your desired vacation and follow the prompts on the screen.
5. Points will be instantly deducted from your account and your booking will appear in your reservation history in your Member Area.

Do I need to continue my II membership?

No. You have the flexibility of choice. You will have Destination Xchange as your primary exchange provider within your ExtraOrdinary Escapes membership, without having to pay any additional membership fees. You may, however, choose to work with any exchange company you'd like – including II.

If you prefer to work with an alternate provider, you would be subject to the third-party exchange company's membership and service fees, and its policies. Once enrolled with the exchange company of your choice, Diamond Resorts will assist in facilitating any exchanges with your chosen independent exchange provider.

If I have an independent membership with II, do I exchange with points or must I reserve and deposit?

As of January 1, 2021, you are not required to have an active EE membership to utilize II. You can establish an independent membership directly with II. With your independent membership, you only will be able to use your points to book exchange reservations within the II network.

There are a number of grandfathered Embarc members who established their membership between 1994 - 2000 and have maintained their II membership since then that can continue to deposit their week reservations with II for an exchange. For any grandfathered Embarc members they can continue to deposit a 7 night stay with Sunday check in at only these three resort locations: Embarc Whistler, Embarc Palm Desert and Embarc Tremblant. All deposits must be completed at least 60 days prior to arrival. Any Embarc members who are not part of this group, will only transact using their points by booking an exchange reservation through the II network

Can I deposit a number of points in II to use later?

No, with your independent II membership, you can only use your points to book an exchange reservation and will not be able to deposit your points for later use. However, with Destination Xchange, you do have the ability to utilize the 5 year advantage deposit option that will allow you to deposit your points for use up to 5 years from the date of deposit.

Are ALL Embarc members using points to exchange II regardless of whether they have had ExtraOrdinary Escapes membership?

No. There are a number of grandfathered Embarc members who established their membership between 1994 - 2000 and have maintained their II membership since then that can continue to deposit their week reservations with II for an exchange. Any Embarc members who not part of this group, will only transact using their points by booking an exchange reservation through the II network.

Is the benefits level in II tied to the number of points we own?

Your EE membership is no longer tied to II. If you established an independent II membership, you have the opportunity to upgrade your membership. There are other membership benefits offered to II members. Please contact II for additional information

Are Embarc members eligible to use e-Plus through II?

Yes, Embarc members are eligible to use E-Plus. E-Plus allows a member to re-trade their confirmed exchange up to three (3) times for a different destination, resort, unit size or travel dates and this is a one-time fee.

Do we continue to receive Accommodation Certificates through II based on the Interval membership level? If we do receive Accommodation Certificates, how many by Interval membership level per year?

Yes, Accommodation certificates are issued to members at various times throughout the year. Interval has different promotions that could generate a certificate and the terms could vary on each one. There is no set number per membership level.

What happens to my confirmed II reservations for next year?

Any existing II reservations will be honored and no further action is needed. You will require an independent II membership to book any new reservations with II from January 1, 2021 and forward.

Will I still have access to the II website when I log in to my online account?

You will no longer be automatically logged into your II account through your Embarc Member Website. A link to the II website, www.Intervalworld.com, will be provided to you where you can then log in, using your new independent II membership credentials and transact. For any questions on how to set up your profile, you will contact II customer service.

How do I continue my II membership? Will I need to pay a fee?

Should you choose to renew your membership with II, you will need to arrange this directly with II. You will need to pay a membership fee in order to establish an independent II membership.

What will the process be to exchange with II, should I choose an independent II Membership?

If you would like to book an exchange with II on or after January 1, 2021, you will need to follow the below steps:

1. You must contact II to set up membership
2. Contact II directly to place your reservation(s) requests
3. II will contact Diamond Resorts® to verify your exchange. Once confirmed, points will be deducted from your account within 48 hours. Points will be deducted from the current Use Year for reservations made in the first 10 months; thereafter, points will be deducted from the following Use Year.

4. Once your exchange is confirmed, you will receive a confirmation from II with your exchange number.

Will the terms of exchanging with II remain the same?

If you choose to enroll in an independent II membership, all terms will be outlined by II.

How can I contact II to establish a membership and transact?

You can contact II to establish your independent membership and book future exchanges, effective immediately.

II Phone: 1.855.269.6129

Online: www.intervalworld.com

What will the process be to exchange with another independent exchange company?

If you choose another exchange provider that is not II, you will need to contact your preferred exchange provider to establish a membership. You would be subject to the third-party exchange company's membership, service fees, and its policies.

To initiate a deposit for your exchange transaction, you will need to first contact Member Services to book a 7-night stay at an Embarc Resorts Club location arriving on a Sunday to deposit with your exchange provider.

The exchange provider will then contact ExtraOrdinaryEscapes@DiamondResorts.com and Diamond Resorts will complete the verification process, provided you are in good standing.

For any other exchange questions, please contact Embarc Member Services at 1.800.767.2166