



## AVIS CHAIRMAN'S CLUB



2007 SERVICE COLLECTION

# FAQ



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### MEMBER BENEFITS SUMMARY

#### What is the objective of these expanded member benefits?

Exclusive Resorts' vision for the Service Collection is simple: to significantly enrich the value of ER membership by delivering value-added services which are in line with the "travel experience" and that would not otherwise be accessible by the majority of our members.

We have sought to combine simple, relevant, and valuable services from widely recognized brand names, with the twist of something unique and special - a combinable value set that would be very difficult to achieve outside of ER membership.

#### Will the menu of offerings expand in the coming year?

YES. As the club progresses through 2007, we will continue to expand the list of member benefits along 2 primary paths. These are as follows:

1) Negotiated Access/Rates: This will focus on leveraging the size and demographics of our membership to gain preferred rates or services from a collection of travel service providers. Access to these preferred rates and services will be at no cost to the member but the member will be responsible for fees incurred when they actually acquire products/services from the partner. Our current relationship with Avis Chairman's Club is a prime example of this type of relationship. Members don't pay to get into or benefit from the exclusive Chairman's Club but they do pay for the cars they rent from Avis.

2) Exclusive Stand-Alone Services: This will focus on creating relevant service offerings that will bring significant additional value to our members. These services will be highly unique, will only be available to ER members, will require a financial commitment from the member should they wish to participate and participation will be at the discretion of each member.

#### How will members learn about these new member benefits?

Members will learn about these new benefits through two primary channels. These channels include direct mail and online. Beginning in 2007, all new and existing members will receive a "Member Benefits Guide" which outlines each partner, the services offered and the terms & conditions of use. Additionally, new member benefits will be outlined in Compass within the new "Member Benefits" section located under the "Club Information" drop-down menu in the top navigation menu on Compass (Note: location in screenshot below).

#### How will members contact benefits partners?

To facilitate member access to partners, Exclusive Resorts has developed a dedicated phone system to address all member service/benefits inquiries. Members can access this system by calling 888-EXCLUSIVE (888.392.5874) from the domestic US or (303) 493.6400 from overseas. Once the call has been placed, the member just needs to follow the voice prompts to reach their desired destination.



## Chairman's Club **AVIS**

### AVIS RENT-a-CAR

#### Avis Chairman's Club Service Summary

Members of Exclusive Resorts are invited to receive all the benefits associated with Avis Chairman's Club Membership. Originally created by the chairman of Avis to meet the transportation needs of chairmen of the nation's largest corporations, enrollment in this invitation-only club grants access to unique benefits unavailable to the general public.

#### Why did Exclusive Resorts choose Avis Rent-a-Car?

Exclusive Resorts chose Avis due to the following:

- Access to Chairman's Club ensured that ER members were getting the most exclusive service available in the rental car industry.
- Avis' strong global presence with over 2,000 rental locations in the United States, Canada, Australia, New Zealand, Latin America and the Caribbean. Additionally, another 2,900 locations operate under Avis Europe in Europe, Africa, Asia and the Middle East. This global network provides coverage well beyond ERs service area.
- Avis' consistent #1 ranking by Customer Loyalty Index for past 8-years reflects the firm's commitment to quality service in an increasingly commoditized industry.

#### What services does Avis Chairman's Club provide to Club Members?

- 24/7 access to the dedicated Chairman's Club reservation team.
- Meet-and-Greet service: an Avis representative will meet you and directly escort you to your car.
- Valet return: an Avis representative will drive you straight to your terminal upon your return.
- Access to the Exclusive Resorts preferred rate at the time of rental for all car rentals.
- Five consecutive days of complimentary luxury car rental after completion of your first rental.
- Complimentary upgrade to the highest level car available at the time of rental when you reserve an intermediate car or larger.
- Guaranteed vehicle availability even without a reservation.
- Free car delivery to private aviation centers or within 25 miles of a participating Avis location.
- Meet-and-Greet service: pick up and drop off at many major airport locations.
- Up to 30 percent savings when traveling in participating locations in Canada, Western Europe, Latin America, the Caribbean and Asia.

## Why is this service special?

Avis Chairman's Club is an invitation only service traditionally reserved for CEO/Chairmen of the nations leading corporations, owners of a NetJets fractional share, owners of a Marquis Jet card or Exclusive Resorts members. Services extended through this program far exceed any other rental program available and Avis has made a recent internal decision that Chairman's Club will not be made available to any other organization in the future.

## What do members pay for Chairman's Club access?

Members pay nothing for this access and only pay fees related to the actual rental of a vehicle.

## Are Chairman's Club Services available to members worldwide?

NO. Avis Chairman's Club services are only available on rentals made within the United States. Due to Avis' reduced ability to control the service experience outside of the US, Avis does not supply Chairman's Club coverage outside of the US. When traveling outside the US, Chairman's Club members are eligible to receive up to 30 percent savings when traveling to participating locations in Canada, Western Europe, Latin America, the Caribbean and Asia.

## Are members required to do anything to become eligible for Chairman's Club services?

YES. Every member who wishes to take advantage of this service must download and print the Chairman's Club application from Compass, complete all sections including the section for becoming Avis Preferred, sign, and fax the completed application to Taura Williams at (847) 294.0051.

## Are Chairman's Club services available to everyone associated with a membership?

NO. Membership in Chairman's Club and access to Chairman's Club services are limited to two people for each Exclusive Resorts Club Membership. These users are limited to the Primary Member and one other enrollee for each membership.

## Can siblings of Chairman's Club members use the service if a primary Chairman's Club member is not present?

NO. One of the two cardholding Chairman's Club members from each ER membership must be present. The Chairman's Club benefits are not transferable to siblings or any other non-enrolled Chairman's Club member.

## Does each individual Member have to complete a unique Avis Chairman's Club application? (i.e. do husbands and wives have to complete separate applications)

YES. Given the fact that the application contains personal information specific to the individual and requires an individual signature that covers the individual driver, each member is required to complete their own Avis Chairman's Club application.

## How long does it take to process a member's Avis Chairman's Club Application?

Once the completed and signed application is received, the member will be contacted within three - ten business days by Avis with enrollment information and the member's Avis Wizard Number. While the standard processing time for Chairman's Club applications is 3-business days, we anticipate that processing times will be longer during program launch as Avis will be managing a much larger than average volume of applications. **PLEASE NOTE:** Given the required processing time, it is highly recommended that members enroll in the program well in advance of their next trip so they can be ensured that their Chairman's Club status will be active at the time of travel. Avis can not ensure Chairman's benefits on rentals made in close proximity to the date of enrollment.

## Are Member Services Managers supposed to fill out the member's Chairman's Club application?

NO. Member Services Managers are not to complete a member's Chairman's Club application. The application requires a personal signature from the member that is used for payment and liability purposes and must be completed by the member.

## What if I'm already a Chairman's Club Member?

Chairman's Club service is available to CEO's and Chairmen of major corporations, NetJets fractional owners, and Marquis Jet Card owners. Given this, there may be some members who are already taking advantage of this service. Should you already be an Avis Chairman's Club member, the only thing that you may want to do is to note your Avis Wizard number in your COMPASS profile and have your MSM forward your name, phone number and Wizard Number to Avis to ensure you are enrolled into Chairman's Club Preferred and that you are identified as an Exclusive Resorts member.

## What is a Wizard Number?

A Wizard Number is Avis' equivalent of a Frequent Flyer number. This unique number is assigned to each Avis member and enables Avis to keep track of reservations and benefits related to that member.

*(Continued on next page)*

## Can members add their Avis Wizard number to their COMPASS profile?

YES. Beginning in January, members and their MSMs can add Avis Wizard Numbers to Compass profiles. This field is accessible by clicking on "My Account", selecting "Travel Preferences" and entering the Wizard Number at the bottom of the page where specified. This feature is accessible by the member and can also be edited by the MSM or the Residence Concierge.

The screenshot shows the 'Member Preferences' page in a Windows Internet Explorer browser. The address bar displays 'http://dev2/Compass/member/Preferences.aspx'. The page has a navigation menu with 'MY ACCOUNT' selected, and a sub-menu with 'Travel Preferences' highlighted. A red arrow points to 'Travel Preferences' in the sub-menu. Below the sub-menu, the 'Travel Preferences' section is visible, including 'Food & Beverage', 'Medical Needs', 'Hobbies', 'Childcare Needs', and 'Frequent Traveler Programs'. A red arrow points to the 'Avis Wizard Number' input field in the 'Frequent Traveler Programs' section.

## Will MSMs/Residence Concierge have access to the members Avis Wizard Number?

YES .....& Possibly NO. When a member completes the Avis Chairman's Club application, the member has the option to request that Avis share his/her Wizard number with Exclusive Resorts. Should the member opt-in to sharing information with ER, the member's Wizard number will be input into the members profile on Compass where it will be accessible by both MSMs and Residence Concierge. If the member does not wish to share his/her Avis information with ER, the MSM or Residence Concierge will have to ask for the number if the member wants ER to help with future Avis reservation

## What is an AWD Number?

An Avis Worldwide Discount Number (AWD#) is a number used to track a specific discount program extended by Avis. These numbers are used in Avis promotional campaigns and are also supplied to specific corporate partners such as Exclusive Resorts. Use of an AWD # while making a reservation ensures that the renting party receives the correct discount rate on their reservation.

## What is Exclusive Resorts' AWD Number for members?

Exclusive Resorts AWD# is **D868300**

## How does a member contact the Avis Chairman's Club reservation desk?

The easiest way for a member to contact the Avis Chairman's Club Desk is to call 888-EXCLUSIVE (888.392.5874) from the domestic US or (303) 493.6400 from overseas and follow the voice prompts to reach our "Travel Service Partners". Alternatively, the member can simply call (800) 331.1083 to be connected directly. **PLEASE NOTE:** This is a reservations line only and this line should not be called to inquire about your enrollment status.

## What are the Avis Chairman's Club Desk hours of operation?

The Chairman's Club desk is open to take new reservations or assist members with existing reservations 24-hours a day 7-days a week.

## How does a member make a reservation with Avis Chairman's Club?

Once the member has completed their application, and has successfully been enrolled in the Avis Chairman's Club program, they simply contact the Avis Chairman's Desk by phone and communicate their rental requirements.

## What do I need to know to book a car with the Chairman's Club Desk?

### Vehicle Pick-up at Major Airport

- Member name
- Member's Avis Wizard Number (member must be enrolled as Chairman + Avis preferred)
- Arrival Airport Name
- Arrival date/time
- Arrival carrier & flight number
- Number of people in traveling party
- Duration of rental
- Vehicle preference (may vary from trip to trip)

### Vehicle Pick-up at Private Aviation Center (FBO / Fixed Base Operator)

- Member name
- Member's Avis Wizard Number (member must be enrolled as Chairman + Avis preferred)
- Arrival Airport Name
- Arrival date/time
- Tail number of aircraft
- Number of people in traveling party
- Duration of rental
- Vehicle preference (may vary from trip to trip)

### Vehicle Pick-up at Residence

- Member name
- Member's Avis Wizard Number (member must be enrolled as Chairman + Avis preferred)
- Address of residence
- Pick-up date/time
- Duration of rental



- Vehicle preference (may vary from trip to trip)

**PLEASE NOTE:** When you have completed the reservation, it will be important to ask the Chairman's Club Desk representative what the pick-up experience will be at the particular pick-up location (airport, FBO, etc.) These experiences can vary due to a number of factors and it will be useful to determine this prior to pick-up.

### **Will Member Services Managers book rental cars on behalf of members?**

NO. Member Service Managers are not to book rental cars on behalf of their members. Avis would like to limit the number of parties making reservations on behalf of our members and have asked that we do not allow MSMs to make reservations. Additionally, this is not a service that the MSM currently provides to members and Exclusive Resorts is not prepared at this time to expand the MSM responsibility to include this function.

### **Will Residence Concierges book rental cars on behalf of members?**

YES. The Residence Concierge commonly makes rental car reservations on behalf of members today and will continue to do so following the launch of this program. Should a member be enrolled in the Avis Chairman's Club and request that a Residence Concierge make a rental reservation on their behalf, the concierge can simply contact the Avis Chairman's Desk with the member's Wizard number and execute the reservation.

### **Is use of the Avis Chairman's Club Desk limited to renting cars at ER destinations?**

NO. This is a service extended to all ER members to assist them with rental car services regardless of whether they require a rental car in an ER destination or not. This service can be used for world-wide business travel as well as non-ER related leisure travel.

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## What types of cars and SUVs does Avis have in their fleet?

Enclosed below is the 2007 Avis Fleet Guide outlining the U.S. fleet of cars offered by Avis. To learn what types of vehicles are available from Avis outside of the U.S., go to the following link:

[http://www.avis.com/AvisWeb/rentalsupport/BrowseInfo?ACTION=BROWSE\\_FLEET](http://www.avis.com/AvisWeb/rentalsupport/BrowseInfo?ACTION=BROWSE_FLEET)

# AVIS

## 2006-2007 U.S. FLEET GUIDE

<b>Two-/Four-Door Compact (B Group)</b>	<b>Chevrolet Cobalt</b>	<b>Two-/Four-Door Intermediate (C Group)</b>	<b>Pontiac Grand Am</b>
 <p>                     4-5                      2                 </p> <ul style="list-style-type: none"> <li>• 4-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• Daytime Running Lights</li> <li>• AM/FM Stereo w/CD</li> </ul> <p>                     • Tilt Wheel/Cruise Control                 </p> <p><b>Additional Vehicle in this Group:</b> Toyota Corolla, Pontiac Sunfire</p>	 <p>                     5                      3                 </p> <ul style="list-style-type: none"> <li>• 4- or 6-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• Daytime Running Lights</li> <li>• AM/FM Stereo w/CD</li> </ul> <p>• Remote Keyless Entry</p> <p><b>Additional Vehicle in this Group:</b> Chevrolet Malibu, Chevrolet Classic</p>		
<b>Full-Size Two-Door (D Group)</b>	<b>Chevrolet Monte Carlo</b>	<b>Full-Size Four-Door (E Group)</b>	<b>Premium (G Group)</b>
 <p>                     5                      3                 </p> <ul style="list-style-type: none"> <li>• 6-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• AM/FM Stereo w/CD</li> <li>• Power Windows/Locks</li> </ul> <p>• Remote Keyless Entry</p>	 <p>                     5-6                      4                 </p> <ul style="list-style-type: none"> <li>• 6-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• Daytime Running Lights</li> <li>• AM/FM Stereo w/CD</li> </ul> <p>• Tilt Wheel/Cruise Control</p> <p><b>Additional Vehicle in this Group:</b> Pontiac Grand Prix, Buick Century</p>	 <p>                     5-6                      5                 </p> <ul style="list-style-type: none"> <li>• 6-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• Daytime Running Lights</li> <li>• AM/FM Stereo w/Cassette or CD</li> </ul> <p>• Power Windows/Locks</p> <p>• Free XM Satellite Radio</p> <p><b>Additional Vehicle in this Group:</b> Pontiac Bonneville, Buick Park Avenue</p>	
<b>Luxury (H Group)</b>	<b>Cadillac DeVille</b>	<b>Two-Door Convertible (K Group)</b>	<b>Mid-Size Sport Utility Vehicle (F Group)</b>
 <p>                     5-6                      5                 </p> <ul style="list-style-type: none"> <li>• 8-Cylinder Engine</li> <li>• Airbag Driver, Passenger, Front Side</li> <li>• Daytime Running Lights</li> <li>• OnStar</li> </ul> <p>• AM/FM Stereo w/Cassette or CD</p> <p>• Free XM Satellite Radio</p> <p><b>Additional Vehicle in this Group:</b> Cadillac Seville</p>	 <p>                     4-5                      2                 </p> <ul style="list-style-type: none"> <li>• 6-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• AM/FM Stereo w/CD</li> <li>• Power Windows/Locks</li> </ul> <p>• Remote Keyless Entry</p> <p><b>Additional Vehicle in this Group:</b> Chrysler Sabring, Ford Mustang</p>	 <p>                     4-5                      6                 </p> <ul style="list-style-type: none"> <li>• 4-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• Daytime Running Lights</li> <li>• AM/FM Stereo w/CD</li> </ul> <p>• Tilt Wheel/Cruise Control</p> <p>• Remote Keyless Entry</p>	
<b>Minivan (V Group)</b>	<b>Chevrolet Uplander</b>	<b>Sport Utility Vehicle (W Group)</b>	<b>Large Sport Utility Vehicle (L Group)</b>
 <p>                     7                      6-7                 </p> <ul style="list-style-type: none"> <li>• 6-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• Child Safety Seat</li> <li>• AM/FM Stereo w/CD</li> </ul> <p>• Power Windows/Locks</p> <p><b>Additional Vehicle in this Group:</b> Chevrolet Astro, Dodge Grand Caravan, Chrysler Town &amp; Country</p>	 <p>                     5-6                      4-6                 </p> <ul style="list-style-type: none"> <li>• 6- or 8-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• AM/FM Stereo w/Cassette or CD</li> <li>• Power Windows/Locks</li> </ul> <p>• Tilt Wheel/Cruise Control</p> <p><b>Additional Vehicle in this Group:</b> Oldsmobile Bravada, Pontiac Aztek, Buick Rendezvous</p>	 <p>                     8-9                      6-7                 </p> <ul style="list-style-type: none"> <li>• 8-Cylinder Engine</li> <li>• Airbag Driver and Passenger</li> <li>• Daytime Running Lights</li> <li>• AM/FM Stereo w/CD</li> </ul> <p>• Power Windows/Locks</p>	

## What fees are applied to cars that are picked-up by members at an FBO or residence?

Rental car delivery is free when the drop-off location is within 25-miles of an Avis Location. For drop-offs to more remote locations, fees will vary and the member should inquire with the Avis Chairman's Desk for details.

## What fees are applied to cars that are left (after use) by members at an FBO or residence?

Rental car retrieval is free when the location of the vehicle is within 25-miles of an Avis Location. For retrievals at more remote locations, fees will vary and the member should inquire with the Avis Chairman's Desk for details.

## What are the details of the 5-day complimentary luxury car rental?

Once an Exclusive Resorts Member successfully enrolls in the Avis Chairman's Club Program and completes their first rental with the Avis Chairman's Club program, they will receive a voucher for 5 free days of Luxury Car Rental compliments of Avis. This voucher should arrive 30-45 days after successfully enrolling as a Chairman's Club member and completing the first rental.

## Are there competitive programs to Avis Chairman's Club and how does Chairman's Club compare?

Yes, there are three main competitors of Avis Chairman's Club – Hertz Platinum Club, Budget Optimum and National Emerald Elite VIP.

Here is how they stack up...

	Avis Chairman's Club	Hertz Platinum Service	Budget Optimum	National Emerald Elite VIP
Meet and Greet at location (at some terminals)	✓	✓	✓	✓
Guaranteed car	✓	✓	✓	✓
Free upgrade to best car available	✓	✓	✓	
Free 1-Car Group Upgrade				✓
Special int'l and leisure rates	✓	✓		
Car delivery	✓	✓		✓
Terminal return	✓	✓	✓	
Dedicated reservation number	✓	✓	✓	✓

## **If I am an American Express Centurion Card member, how is Chairman's Club different than the service I already get from Avis with my Centurion Card?**

As a Centurion Card member, you receive the benefits of the Avis President's Club. This service provides Guaranteed Car, 2 Car-Group upgrade (when available), some special pricing discounts and a Dedicated Reservation Line.

In contrast, Chairman's Club provides all of the services noted in the table above including upgrades to "Best Car Available" which can result in a 4-5 Car-Group upgrade should the member rent an Intermediate level car. Additionally, Exclusive Resorts members receive the complimentary 5-day luxury rental certificate after their first Chairman's Club rental.

## **Is Chairman's Club Membership through Exclusive Resorts available to members after they resign?**

NO. Resigning members will be removed from the Chairman's Club membership list and will no longer have access to this service.