

## ABSOLUTE DESTINATIONS

### Frequently Asked Questions

#### Choose from a World Menu...

Whether you prefer sunbathing on the pristine beaches of Thailand, soaking up the incredible sights of India, skiing in Austria, adventuring in Africa or just kicking back in Australia, with the vacation clubs of the Absolute World Group, choosing a holiday is like running an index finger down a menu of the finest international cuisine.

For a one-time joining fee and small Annual Management Charge, a lifetime of stunning vacations awaits in a carefully chosen collection of resorts. Some are Absolute resorts; others are our partners and affiliate resorts. You will find a vacation to suit any taste in landmark locations worldwide, all part of our growing portfolio.

Absolute Vacation Clubs, with thousands of members, are flexible and fun. Members choose the number of weeks to vacation and use our own Absolute Resorts network, Absolute Partner resorts, Absolute last minute accommodation, or our Absolute Bonus weeks to check availability and choose where to stay.

Members can also join the Absolute Friends referral programme and start earning holiday Rewards.

Absolute Destinations is the most recent of the vacation clubs developed by the Absolute World Group. It is an excellent business model that we've researched in depth, identifying and responding directly to our members' needs. Our meticulous approach has put us at the pinnacle of the vacation club market worldwide.

We have prepared this document to answer questions regarding your membership in Absolute Destinations.

#### Q1: What exactly is Absolute Destinations?

A1: Absolute Destinations is a multi-destination club with suites, hotels, apartments and other accommodation in a number of resorts, those currently available are

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detailed in the Absolute Destinations booklet and the Absolute Destinations web site [www.absolute-destinations.com](http://www.absolute-destinations.com)

Members hold rights of occupation of an accommodation unit, to be selected from a pool of units within Absolute Resorts. The rights are backed up by real estate based assets (whether freehold, leasehold or rights of occupation), which secure the members' right to occupy the accommodation units over a very long period of time.

The Absolute World Group of companies operates clubs which have supplied holidays to over 25,000 member families.

**Q2: Where are and how can I go on a vacation to Absolute and Absolute Partners Resorts?**

A2: Members of Absolute Destinations have access to reservations at Absolute Resorts, and at nearly 200 Absolute Partners Resorts in Asia, Europe, Africa, America and Oceania, subject to availability.

Members hold rights of occupation for one or more weekly periods, in a specific season (high or low) band in a specific type of apartment. Members can make complimentary bookings, subject to availability, into equivalent apartment size and season in any Absolute Destinations resort.

You are not obliged to make a booking in a specific week of the year each year, but can choose to make a booking for any weekly period of the year if you hold a "High Season" interest, or for any weekly period in low season if you hold a "Low Season" interest (this is called "floating time").

The unit types in Absolute Destinations are similar to those used by the International Exchange Companies.

Unless otherwise specified in the Absolute Destinations brochures and website, all construction works are complete.

The Absolute Destinations resorts (as at July 2018) are:

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<b>Resort</b>	<b>Location</b>	<b>Apartment Types</b>
Absolute Bangla Suites	Phuket, Thailand	T0, T1
Absolute Twin Sands Resort & Spa	Phuket, Thailand	T0, T1, T2

Legend:

T0 Studio (max occupancy: 2 people)

T1: 1 bedroom apartments (max occupancy: 2 - 4 people)

T2: 2 bedrooms apartments (max occupancy: 4 - 6 people)

### The Absolute Partners Resorts

Absolute Destinations members can exchange their rights in Absolute Resorts to access Absolute Partner resorts.

Partner resorts are available through exchange agreements forged over the years between the Absolute World Group and hotel and resort developers around the globe. These agreements allow Absolute Destination members to access the available space at a selection of almost 200 quality properties worldwide.

Partner Resorts are listed on [www.absolute-destinations.com](http://www.absolute-destinations.com) under Resorts / Partner Resorts. The list may be subject to change.

To book in an Absolute Partner Resort, you will be charged a small reservation fee, per week and per unit, of €29 (or equivalent) if the Season listed on your purchase agreement shows at High Season, or €49 (or equivalent) if it shows at Low Season.

### **Q3: How do I access the Members' area of [www.absolute-destinations.com](http://www.absolute-destinations.com)?**

A3: The first time Username is the email address, which you have provided to us, and the first time password is your contract number. Please access the website using these data and change your password.

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#### **Q4: What facilities and amenities are available to the member?**

A4: Communal services (lighting, water, Maintenance, refuse collection) are provided in each resort and are at no additional charge.

Facilities and amenities available at the Resorts for Members are indicated for each resort in the Absolute Destinations web site. Telephone, access to Internet, games, Restaurants, Café/Bars, shops, baby-sitting, beauty and health treatments, car hire, excursions, golf bookings, water sport, laundry and other services which are commonly payable are subject to payment as per price lists available at the resorts. Other Facilities and amenities (swimming-pool, sauna, gym) are normally free of charge for Members (they may be subject to charges for non-Members). Details of conditions of use are available at reception or at Absolute Destinations Member Service department.

Facilities and amenities available near the Resorts are indicated for each resort in the Absolute Destinations website. The Resorts may have negotiated certain benefits for Members in accessing such facilities and amenities, however, such facilities and amenities are indicated for general information purpose only and Absolute World Group is not responsible for their operations, conditions of use and prices.

The information is modified from time to time on the Absolute Destinations web site, and notified to members, to reflect the modifications in respect of facilities and amenities available at the resorts.

Unless specified otherwise in the Absolute Destinations brochures or web site, all works in respect of the communal services, facilities and amenities on site at the Resorts are completed.

#### **Q5: Is it possible to join an exchange system?**

A5: Yes, Absolute Destinations Members can exchange their rights in Absolute Resorts to access Absolute Partner resorts. In addition, members can also be enrolled for membership with the international external exchange organisation,

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which is currently Interval International. Interval International is an independent exchange service company and is not owned, operated or controlled by any developer, seller, managing entity, Club or Membership plan participating in any Interval International exchange program.

If members choose not to go to an Absolute Destinations resort one year, they can use an Interval International affiliated resort instead, by paying the Interval International exchange fee. Members can use any week throughout the year on a first come first served basis. Interval International charges an annual subscription fee.

For new Absolute Destination Members, the fee for first five years of membership of Interval International is included in the price of your purchase agreement. The first year is upgraded to the Platinum Card status. The member is responsible to activate the complimentary 5 years membership within the first 12 months of completing payment of the purchase price.

Thereafter, the cost of membership of Interval International is payable by the member. A transaction fee is charged by Interval International to the member in respect of processing and confirming an external reservation request. An external reservation confirmation may be given to another person by way of a guest certificate on payment of the appropriate fee.

All reservations are subject to space availability. Interval International's ability to confirm external reservation requests for Interval International members is dependent upon the availability of Membership interests deposited by other Interval International members with Interval International. Neither Interval International nor resort personnel may represent that specific resort choices, holiday dates and/or travel arrangements can be guaranteed through the Interval International external reservation program.

#### **Q6: Is it possible to rent extra accommodation?**

A6: Yes, surplus accommodation at Absolute Resorts is made available to members with at least a 30% discount from our online rate.

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Use of Absolute Rental weeks does not affect your annual entitlement to use Absolute Resorts and Absolute Partners Resorts, or to exchange your rights through Interval International. Access to Rental Weeks will only be given once your corresponding Annual Management Charge is paid in full.

There are no restrictions as to the time of the year that you can use rented weeks, nor to the unit size that you can book. They are subject to availability.

**Q7: When shall I book my holidays?**

A7: reservation requests can be made at any time between 12 months and 7 days to the check-in date for any resorts. All accommodation is of course subject to availability and therefore we always suggest the earlier you book the better! Please, remember that bookings can be made as long as 6 you are a fully paid for your membership and that your Annual Management Charges are all paid up to date.

**Q8: What happens if I need additional vacation accommodation?**

A8: If you need additional accommodation, you may borrow week(s) up to the next two year's entitlement. You will be asked to pay a provisional Annual Management Charge for the week(s) you use ahead. If you have used your entitlement in advance and still need more weeks, you also have the option to purchase Rental/Extra week(s), you may go on the Absolute Destinations website and search on the live availability. If you cannot find a week, which suits you on live availability, then you may request from our reservation service to search their system for the week you require. If you need additional accommodation on an on-going basis, you can always purchase more weeks in Absolute Destinations at any time to increase your annual entitlement.

**Q9: What happens if I cannot use my annual entitlement?**

A9: If you cannot holiday in a particular year, you have the facility to save the current years entitlement for 12 calendar months. You must inform of your intention to save your entitlement during the first ten months of the previous year (or if you have become a Member in the year in course, prior to your period of use), and we

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will confirm by email that the week has been banked. In case you will not inform us about your 'saving' plan, your entitlement week(s) will be expired on 31st of December of applicable entitlement year.

## **Q10: Who are the Absolute World Group?**

A10: Founded in 1998, the Absolute World Group has grown strategically to become Asia's leading lifestyle property developer, resorts and hotels operator and vacation club and fractional ownership developer. The Absolute World Group offers a seamless range of services within the world lifestyle vacation industry, inclusive of a highly successful Destination Club, award-winning self and partner developed resorts in Thailand, Resort Real Estate, a pioneering Fractional Ownership division, now offering fractional motor yacht ownership and a successful lifestyle magazine series. 2016 marks the Group's 18th Anniversary year.

Across six subdivisions, growth moves on apace, with exciting ventures in developing markets, independently and in partnership with other world-leading brands. It's a pioneering spirit that's established the Absolute World Group as a forward-thinking company, one that's a huge, award-winning force in the vacation club, resort development and fractional ownership industry in Asia.

The group has teams positioned across China, Hong-Kong, Australia, Europe, Russia, Thailand and Bali, and continues to spread its wings across the world. Thousands of families place their trust and confidence in the Absolute World Group. With 4 eclectic resorts split across the paradise of Phuket and Koh Samui, Absolute World Group offers soft luxury infused with the exotic charm of the East, yet with a Western contemporary style. These three, four and five stars resorts and hotels capture a vast range of lifestyles and holiday demands.

## **Q11: What is Hutchinson Trustees Limited and what does it do?**

A11: Hutchinson Trustees Limited is a private company incorporated in England and Wales with company number 03195365 and having its registered office at 5 Priory

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Court, Tuscam Way, Camberley, Surrey GU15 3YX, England and has been appointed to act as Trustee of the Club.

The essence of the trust system is that there is a legal separation between the developer and the assets of the Club (freehold or leasehold property or other rights). The assets of the Club are vested into a company administered by the independent Trustee, which does not trade, and holds the assets on trust to protect the legal rights of occupation for the members.

The basic principles of how the trust system works and protects the legal interest of the members are as follows:

When the developer (Absolute World Group) initially starts its operation it transfers control over the occupancy rights of the accommodation at the resorts to companies set up and administered by the trustee and under the trustee's control. Invariably these "Owning" companies are registered in the United Kingdom and the trustee holds the shares in trust for the joint benefit of the vacation club members and the developer. These companies set up by the trustee are never allowed to trade and can therefore never fall into financial difficulties, nor can the property be sold or mortgaged without the trustee's prior knowledge and consent. Hutchinson Trustees Limited has well over 120 "owning" companies under their control, holding the occupancy rights to properties in all parts of the world, and the value of the properties held runs into many millions of dollars.

After receipt of the balance of the Purchase Price, the Absolute World Group shall register the Purchaser with the Trustee as a Member; and cause to be issued a Holiday Certificate, which shall entitle the Member to occupancy rights each year as contemplated in the Purchase Agreement and the Rules. The trustee maintains an ownership database of each resort and club and by this means is able to check that no double sales takes place.

By adopting the "owning company" principle the trustee is able to protect the legal rights of occupancy of the vacation club holders for the total period of the club. This trust system would continue despite changes in the ownership or management of the resorts, or even the closure of the developer or the trust company.

The principle of "trust" has been recognized under British Law for many centuries. A trust under British Law creates a legal obligation for the trustee to hold property

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over which it has control for the benefit of others. The principles of trust have spread to many parts of the world. The structure involves various companies (developer, management company, trustee, owning company), which may look complicated at first view. However, each of the different companies is in the structure for a very specific reason and the system is well tried and tested. In a word, we would sum up the reason for the complicated structure as “protection”. This means protection for the purchase / member, the developer, the manager of the property and the marketer of the vacation club product.

The Absolute World Group first appointed the Hutchinson group trustee in 1998. Since this date, both companies have grown beyond all recognition and we are truly delighted to still have an excellent working relationship.

Absolute Destination is the most recent of the vacation clubs developed by the Absolute World Group. It is constituted as per, and governed by, the Project Documentation, consisting of the Deed of Trust, the Absolute Destinations Rules, the standard Ownership Certificate, established on 30th June 2011 between the Absolute World Group and the Trustee, and all amendments of such documents since this date.

The rights are personal rights. The Club will continue until the Termination Date using accommodation held in accordance with the Deed of Trust and subject to provisions contained in the Absolute Destinations Rules.

**Q12: Can we sell, transfer bequeath or let our Absolute Destinations membership/week(s)?**

A12: Members may sell, transfer or bequeath their membership. They may also make a booking of accommodation using their week(s) and allow someone else (non-members included) to use that booking by purchasing a guest certificate. They may charge their guests whatever fee they wish.

**Q13: What is the length of time of Absolute Destinations?**

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A13: Absolute Destinations Memberships terminate on the 31st December of the year indicated in the Ownership Certificate as “Last year of Occupation”, or on the 31st December 2061, whichever is the sooner.

#### **Q14: How are the Annual Management charges arrived at?**

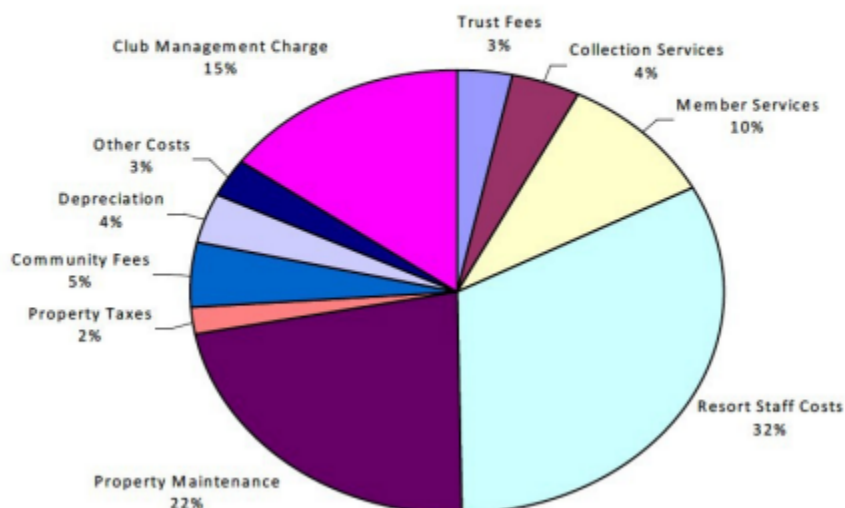
A14: The management charge fund covers every aspect of membership, from the staffing and maintenance of the resorts (including reception, catering, leisure facilities, gardens and grounds, housekeeping, and apartments) and the reservations department to the Member Service department, which exists to deal with members’ concerns and queries. The Annual Management Charges are calculated by adding up all of these costs, including the costs of maintenance at underlying resorts and dividing the total amongst members.

Absolute Destinations Club is a multi-resort facility club, which secures occupancy rights for its members at various resorts which are either owned and/or managed by the Absolute World Group or where the Absolute World Group has secured occupancy rights in 3rd Party resorts. Therefore, the Annual Management Charges include the cost of securing these occupancy rights plus the cost of servicing the Club itself.

In order to illustrate please see below a table, this provides an example of how your Annual Management Charges are allocated:

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### Maintenance Fee Breakdown



Absolute World Group endeavours to keep increases to no more than a weighted average of the rates of inflation in the countries in which the Resorts are situated.

More specific information about the management charges can be found in the Project Documentation, which govern the running of the scheme, a copy of which can be sent to you on request by contacting our Member support, by email at: [membersupport@absolutedestinations.com](mailto:membersupport@absolutedestinations.com)

### Q15: When do I need to pay Annual Management Charge and how can I pay?

A15: Before you can use your entitlement week(s), your Annual Management Charge must be paid in full. You should pay the Annual Management Charge for the following year by the 1st October, or within one month of the invoice whichever is

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the later due date. Full payment details are included on 12 the invoice that would be sent to you. Payment options would include paying by bank transfer or credit card.

**Q16: Is the Absolute World Group member of industry organisations?**

A16: Absolute World Group is a Member of:

- The American Resort Development Association (ARDA)
- The Resort Development Organization (RDO) The official European trade association for vacation club companies in Europe, North Africa and the Middle East
- The Thai Vacation Ownership Association (TVOA), which is the official trade association for vacation club companies in Thailand.

As a member of these industry organizations, the Absolute World Group is committed to high service standards and integrity.

The Absolute World group has signed the Code of Ethics / Codes of Conducts of these organizations. Such documents can be found on the organizations web sites: [www.arda.org](http://www.arda.org), [www.rdo.org](http://www.rdo.org), [www.tvoa.org](http://www.tvoa.org)

**Q17: What is the Absolute Destinations Ownership Certificate?**

A17: The Absolute Destinations Ownership Certificate is the official certificate and proof of your membership. This will be sent to you once you have paid in full and will include your name and address and specify the details of ownership such as: type of membership, season, number of weekly periods, vacation unit size, maximum occupancy, first year of occupancy and last year of occupancy.

**Q18: When can I expect to receive my Absolute Destination Ownership Certificate?**

A18: Upon making the final payment of your membership, the process of issuing Absolute Destinations Ownership Certificate is started. It will be issued to you within 180 days.

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If you have not received your Absolute Destinations Ownership Certificate within a 2 month period of balance payment, then please contact the Absolute Contracts Department (your Absolute Contract Officer), quoting your name and your Purchase Agreement number as well as the date the agreement was signed, whom will check and inform you about the status of issuing you Absolute Destinations Ownership Certificate.

**Q19: Can I book a vacation before The Absolute Destinations Ownership Certificate is received?**

A19: Yes, you can use benefits of being member of Absolute Destinations from the date you completed your purchase. There is however an administrative delay to activate certain facilities of your membership, in any case such delay is no longer than 45 days. Please, contact our Member Service department and go ahead with booking of your vacations.

**Q20: What should I do if I lose my Absolute Destinations Ownership Certificate?**

A20: Your Absolute Destinations Ownership Certificate is a legal document. If you should lose it, you should notify the Trustee (Hutchinson Trustees Limited) and our Member Service department in writing as soon as possible.

If you require a duplicate certificate to be issued, please contact the Trustee requesting an indemnity form, quoting your full name and address. Completed an indemnity form should be sent to Trustee direct. There will be a payment for re-issuing, so please keep your Absolute Destination Ownership Certificate safe.

**Q21: Can I book flights with Absolute Destinations?**

A21: No, this service is not available.

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**Q22: What should I do if I change address?**

A22: You should notify our Member Service department, and the Trustee, in writing as soon as possible. Your membership can only remain totally protected if Absolute World Group and the Trustee have the most up-to-date address to which your Annual Management Charge invoice will be sent. Invoices sent to the wrong address, resulting in non-payment, could cause suspension and ultimately cancellation of your membership. You may request a new Absolute Destination Ownership Certificate reflecting your new address although there will be a fee payable for the administration and postage etc. at that time.

**Q23: What should I do in event of death / divorce / marriage?**

A23: You should notify our Member Service department and the Trustee in writing, as soon as possible and enclose with the correspondence a copy of the appropriate certification. If a new Absolute Destinations Ownership Certificate is required it can be issued at a small administration fee and posted back promptly.

**Q24: What is the Absolute Friends referral programme?**

A24: As an Absolute Destinations member you have the right to extend an invitation to close friends, family and colleagues to enjoy one week's accommodation at an Absolute resort. With every qualified referral who books with us you will earn fantastic Destinations credit towards your next Absolute Destinations holiday, and if your friends go on and become Absolute Destinations members you will earn additional credit. Please refer to the Absolute Friends leaflet for further details.

**Should you have any further questions, a member of our Member Service department will be available by calling one of the local rate numbers below for your convenience.**

**THIS DOCUMENT HAS BEEN REVIEWED FOR THE LAST TIME ON 1ST JULY 2018. THE INFORMATION CONTAINED HEREIN IS CORRECT ON THE DAY YOU**

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