

DESERT BREEZES RESORT TIMESHARE OWNERS ASSOCIATION
RULES & REGULATIONS
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**DESERT BREEZES RESORT
TIMESHARE OWNERS ASSOCIATION
RULES AND REGULATIONS**

The following Rules and Regulations have been established by your Board of Directors per Article IV, 4.2 (t) of the Covenants, Conditions and Restrictions (“Declaration”) of the Desert Breezes Resort Timeshare Owners Association, adopted June 3, 2011 by your Board of Directors, and supersede any previously distributed Rules and Regulations. These Rules and Regulations supplement your Declaration and do not change your obligations as an Owner under either the Declaration or other Governing Instruments. The Board of Directors shall have the sole and exclusive authority to amend these Rules and Regulations. Failure to comply with the Rules and Regulations may result in the suspension of your rights and privileges as an Owner.

REGULAR USE RESERVATIONS

1.0 WHEN TO MAKE YOUR RESERVATION:

Reservation of use periods may be made by Owners of the Desert Breezes Resort Timeshare Owners Association up to thirteen (13) months in advance to the date of desired use, subject to availability on a first-come, first-serve basis.

1.1 HOW TO MAKE A RESERVATION:

You must make a reservation in order to use a unit. Reservation requests must be directed to the Managing Agent at Trading Places International’s Owner Services Department. Office hours are normally Monday through Friday 7:00 am to 6:00 pm Pacific Time, and Saturday 8:00 am to 4:30 pm Pacific Time, closed on Sundays.

- Telephonic requests may be made by telephoning 1-800-817-4653 ext.100 during normal business hours.
- In-person requests may be made during regular business hours at the Corporate Office (between 8:00 AM and 5:00 PM Monday-Friday).
- Written requests should be addressed to Trading Places International Attn: Owner Services Department, 23807 Aliso Creek Road Suite 100 Laguna Niguel, Ca 92677 and postmarked no more than ten (10) days prior to the date your desired reservation becomes available for booking.

All reservation requests shall include a first and second choice of use periods, intended arrival dates, intended departure dates and number of adults and children who will be occupying the particular unit. Requests must be made in writing, in person, by telephone, or by facsimile, and are subject to confirmation by the Managing Agent; Trading Places International. Reservations are not valid until they are confirmed in writing by the Managing Agent. Reservations are confirmed on a space-available, first-come, first-served basis.

1.2 LIMITATIONS ON RESERVATIONS:

For each timeshare interval owned, you are entitled to reserve a maximum of seven (7) consecutive nights in your season and unit type in each calendar year (comprised of the weeks commencing on Fridays or Saturdays from January 1 through December 31), subject to availability. The association will not consider any reservation request: 1) that is made more than thirteen (13) months in advance, or 2) that is requested by an owner that is not current in their financial obligation to the Association.

Reservation requests must be submitted by deeded owner, co-owner, or an authorized user on the account. Authorized users on the account must be communicated to Managing Agent by deeded owner or co-owner and are limited to immediate family members of deeded owner or co-owner only. Immediate family includes spouse, domestic partner, siblings, parents, and children.

Owners of multiple intervals may book a maximum of two concurrent reservations per contact/call to Trading Places International.

1.3 SPLIT YOUR USE WEEK:

You may “split” the use of your vacation week at the Desert Breezes property. Reservations may be requested up to thirteen (13) months in advance to the day of desired use. Reservations must be a minimum of two (2) nights, and not exceed your seven (7)-night use entitlement within the calendar year. Only one weekend (as defined by Friday and Saturday night) can be booked. Additional weekends can only be requested fourteen (14) days or less prior to the split use period intended. Cleaning fees will be collected at the time the reservation is confirmed by the managing agent for each additional split reservation after the first reservation (second and or third split week reservations)

1.4 UNIT TYPE/SEASON REQUESTED:

You will be assigned a unit of the same type and season that you own unless you request an upgrade or downgrade. Unit and season upgrades/downgrades can be requested up to six (6) months in advance, based on availability. Unit and or season upgrades will be subject to Association upgrade fees (a nightly upgrade rate established by the Board of Directors). There will be no discount in maintenance fees or other charges for a unit or season of a lesser value than what you own.

1.5 CARRY-OVER:

Unused use weeks will not be carried over or accrued to any subsequent year through the association. You are able to deposit your week(s) with an exchange company for future use, subject to the exchange providers procedures and fees.

1.6 CANCELLATION:

You may cancel your reserved use period up to thirty (30) days prior to check-in, but will be charged a cancellation fee. The Association will make every effort but cannot guarantee that you will be able to reserve another use period in your current calendar year. If you fail to cancel your reservation at least thirty (30) days prior to check-in time, you shall be considered to have used the entire use period for which the reservation was made.

If you do not check-in for your reservation within forty-eight (48) hours of your scheduled arrival time, you shall be considered to have used the entire time period for which the owner use week reservation was made.

1.7 CONFIRMATION OF RESERVATION REQUESTS:

Reservation requests must be confirmed by the Owner Services Department in writing before being valid. If reservation(s) requested by a Member can not be confirmed due to unavailability, such requesting Member shall be so notified, and will be asked to contact the Owner Services Department, either by telephone, or in writing, for information concerning available use periods. Confirmations will be given by the Owner Services Department to Owners by mail, or when time is limited, by telephone or fax.

You may be prevented from securing a confirmed reservation if a unit of the same type as yours is not available for use at the time sought because that time was previously reserved for regular use by another Owner. **Your reservation request will not be confirmed, nor will occupancy of an assigned unit be permitted, if you are delinquent in payment of any amounts owed to the Association or if your use rights have been suspended by the Board of Directors.** You will not be compensated, reimbursed/credited for inability to reserve your requested use period as a result of no availability due to time previously reserved for use by another owner.

BONUS TIME RESERVATIONS

2.0 Subject to availability, you may be entitled to occupy a unit of any unit type or season during one or more additional time periods, for not less than two (2) nights as Bonus Time. Bonus Time may be available if time has not been otherwise reserved. Reserved Bonus Time cannot be rented by an Owner to a guest.

2.1 WHEN TO MAKE BONUS TIME RESERVATION:

Reservation requests will be considered if received 60 days or less in advance of the first night of the reserved visit.

2.2 HOW TO RESERVE BONUS TIME USE:

Reservations for Bonus Time shall be on a first-come, first-served basis. You may reserve Bonus Time Use for a minimum of two (2) nights, at a nightly rate established by your Board

of Directors collected at the time the reservation is confirmed. Follow the same procedures for making reservations as described in 1.2 under Regular Use Reservations.

2.3 BONUS TIME USE CONFIRMATION:

Bonus Time reservation requests are confirmed on a first-come, first-served basis. Bonus Time reservation requests will be confirmed by the Owner Services Department in writing, or by fax or telephone if time does not allow for mail to reach the owner. No Bonus Time reservation requests will be honored unless they have been confirmed by the Owner Services Department. **Your Bonus Time reservation will not be confirmed if you are delinquent in payment of any amounts owed to the Association, or if your use rights have been suspended by the Board of Directors.**

2.4 BONUS TIME USE LIMITS:

Bonus Time Reservations will only be limited by space availability. Subject to availability, Bonus Time reservations may be made as often as you like for any days of the week in any season of the year. In addition, no less than two (2) nights may comprise a Bonus Time reservation.

2.5 EFFECTS OF BONUS TIME ON OTHER ENTITLEMENT:

Bonus Time does not affect any other entitlement you may have to occupy a unit.

2.6 BONUS TIME REVENUE:

The Association will deposit revenues generated from Bonus Time into its general account to help defray costs of the Association.

2.7 CANCELLATION PENALTY:

If you cancel/change your Bonus Time reservation, more than forty-eight (48) hours prior to check-in you will be charged a cancellation fee. If you cancel your Bonus Time reservation less than forty-eight (48) hours prior to check-in, you will be charged the cancellation fee and the reserved unit Bonus Time Rate for Desert Breezes for the number of nights reserved or two (2) nights, whichever is less. If you do not check-in for your reservation within forty eight (48) hours of your scheduled arrival time, you shall be considered to have used the entire bonus time period for which the reservation was made.

BREEZES TIME RESERVATIONS

3.0 Subject to availability, you may be entitled to occupy a unit of any unit type or season during one or more additional time periods, for not less than seven (7) nights comprised of the weeks commencing on Fridays or Saturdays, as Breezes Time. Breezes Time may be available if time has not been otherwise reserved. Reserved Breezes Time cannot be rented by an Owner to a guest.

3.1 WHEN TO MAKE BREEZES TIME RESERVATION:

Reservation requests will be considered if received six (6) months or less in advance of the first night of the desired visit.

3.2 HOW TO RESERVE BREEZES TIME USE:

Reservations for Breezes Time shall be on a first-come, first-served basis. You may reserve Breezes Time for not less than seven (7) nights comprised of the weeks commencing on Fridays or Saturdays, at the rate of the current years maintenance fees for the unit reserved, applicable taxes and transaction fee collected at the time the reservation is confirmed. Follow the same procedures for making reservations as described in 1.2 under Regular Use Reservations.

3.3 BREEZES TIME CONFIRMATION:

Breezes Time reservation requests are confirmed on a first-come, first-served basis. No Breezes Time reservation requests will be honored unless they have been confirmed by the Owner Services Department in writing. **Your Breezes Time reservation will not be confirmed if you are delinquent in payment of any amounts owed to the Association, or if your use rights have been suspended by the Board of Directors.**

3.4 BREEZES TIME LIMITS:

Breezes Time Reservations will only be limited by space availability with maximum limitations determined by the Board of Directors and management. Subject to availability, and maximum limitations Breezes Time reservations may be made as often as you like in any season of the year. In addition, no less than seven (7) nights comprised of the weeks commencing on Fridays or Saturdays, may be reserved.

3.5 EFFECTS OF BREEZES TIME ON OTHER ENTITLEMENT:

Breezes Time does not affect any other entitlement you may have to occupy a unit.

3.6 BREEZES TIME REVENUE:

The Association will deposit revenues generated from Breezes Time into its general account to help defray costs of the Association.

3.7 CANCELLATION PENALTY:

If you cancel/change your Breezes Time reservation more than thirty (30) days prior to your scheduled check-in you will be charged a cancellation fee. If you cancel your Breezes Time reservation less than thirty days and more that fourteen (14) days prior to your scheduled check-in, you will be charged the cancellation fee and fifty (50) percent of the unit reserved Breezes Time rate and applicable taxes. The reservation fee is non-refundable. Less than

fourteen (14) days prior to your scheduled arrival time, you shall be considered to have used the entire Breezes Time period for which the reservation was made and no refund will be made.

DAY USE

4.0 A limited number of Owners may enjoy the Desert Breezes Resort on a daily basis subject to the provisions outlined herein. The facilities which may be used on this basis are the swimming pool, spa, patio areas, gas barbecues, putting green, basketball area, game room, lobby, and tennis club facilities. Upon your arrival at Desert Breezes, you must report to the Front Desk.

4.1 DAY USE PROCEDURE:

Limited Day Use of the resort is available on a pre-reserved basis ONLY. Reservations may be made at least 24 hours in advance and will be available on a first-come, first-served basis. To reserve day use call the resort directly at (760) 345-2637.

4.2 DAY USE CAPACITY:

A single family may be accompanied by a maximum of eight (8) additional persons. An overall maximum of thirty (30) persons may use Day Use at any one time. Owners must be present with guests at all times.

4.3 DAY USE HOURS AND CHECK-IN PROCEDURES:

Hours will be 9:00 AM to 5:00 PM daily. Guests must register at the front desk and are requested to check-out prior to departure. All Day Use reservations require an incidental deposit to cover potential property damages, which is refundable upon check-out.

OTHER GENERAL RULES

5.0 CHECK-IN/CHECK-OUT PROCEDURES:

Check-In Time is 4:00 PM. Check-Out Time is 11:00 AM.

Owners will be required to present a major credit card or \$200 - \$400 cash deposit, as approved by your Board of Directors, upon check-in. To keep costs down, please turn off all lights, air conditioning system, television sets, radios and other appliances. In addition, lock the door to your unit upon departure and leave your room key and all other items checked out to your party at the front desk upon check-out. Your cooperation in following the above procedures is greatly appreciated as it will assist the staff in maintaining scheduled work shifts and operate within budgetary constraints.

5.1 OCCUPANCY RESTRICTIONS:

Limit: The maximum allowable occupancy is **six (6) persons** for a **two-bedroom unit**, **four (4) persons** for a **one-bedroom unit**, and **four (4) persons** for a **mini-suite**.

5.2 DAMAGES AND LOSSES:

An inventory list is provided in the unit. Please review the inventory list and report any discrepancies to the Front Desk.

When you or your guests check-out, any damage or loss not indicated on your inventory lists will be billed directly to you.

Per the association's governing documents, each owner is responsible for any loss, damage, destruction or violations caused by either the owner or the owner's permitted occupants which occurs during the occupancy.

5.3 PROJECT PERSONNEL:

Personnel for the Desert Breezes Resort Timeshare Owners Association including front desk, housekeeping and maintenance staff, are employees of the Management Company and are under the sole direction of the Resort General Manager. Please direct special requests for services and assistance through the front desk.

5.4 EXCHANGE:

Desert Breezes is affiliated with Trading Places International (TPI) Exchange department and a member of the Trading Places International Exchange **Premier Access** ® program. Please consult your TPI Exchange materials or department for more information, benefits, or for rules and regulations and procedures governing exchange requests. If you are a member of Interval International (II) and/or Resort Condominiums International (RCI) and you desire to exchange a use period with either Exchange Company, please consult your II and/or RCI directory and membership materials for trading rules which govern reservation exchange requests.

5.5 PERSONAL ITEMS/STORAGE:

You are responsible for personal items brought into the Project. Personal belongings shall not be stored on the premises other than in your unit. Neither the Management Company nor the Association is responsible for any personal items left by you or your guests at check-out, all units have a safe for your personal possessions. No storage is permitted in the parking area. Any item(s) left behind by an owner or guest, either in the room or in a public area, identified by any staff and brought under the notice of housekeeping is termed as a "Lost and Found" item. All nonperishable Lost and Found items are stored safely for ninety (90) days from the date the item was brought under the notice of housekeeping. All perishable items are safely stored for three (3) days from the date the item was brought under the notice of

housekeeping. Any unclaimed Lost and Found items will be disposed of or donated after the storage timeframes stated herein.

5.6 GUESTS (PERMITTED USERS):

You may permit another person to occupy your assigned unit during your use period without charge by the Association. Renting Bonus Time or Breezes Time is strictly prohibited. Owners found to have done so are in violation of these rules and regulations and will lose Bonus Time and Breezes Time privileges. You may invite others to share occupancy of your assigned unit during your use period(s), provided that the maximum allowable occupancy limit for the interval unit is not exceeded. The Resort General Manager will not give access to any interval unit to any such permitted user without permission from the Owner in whose name there is a confirmed reservation.

If you intend for a person other than yourself to use your period or to accompany you during your use period, you must inform the Owner Services Department or Front Desk prior to the first day of your use period. Please indicate the name and address of such person(s). When checking in, your guests will be asked to show proof of identification, sign a registration card and present a major credit card or cash deposit, as approved by your Board of Directors.

5.7 AGE RESTRICTIONS:

No one under the age of 18 is permitted to occupy any unit, nor utilize Day use privileges. Persons under 18 years of age must be accompanied by a parent or adult guardian. See 4.16 "Use of Spa" for additional age restrictions.

5.8 HOUSEKEEPING:

The five hour period between check-out and check-in time is reserved exclusively for cleaning, inventory, repair and maintenance of units by housekeeping and maintenance staffs.

Upon arrival you will find your unit fresh and clean. Thereafter, housekeeping will provide the following services at no additional charge:

One mid-week service (if 7 night stay) to include*:

1. One set of fresh bed linen; and
2. Light cleaning, dusting and vacuuming.

*does not include additional towels

Additional housekeeping services are available by contacting the front desk. A charge for additional housekeeping services will be made and must be paid at or prior to your departure.

5.9 PASSKEY:

Owners are to be aware that the Manager is provided with a passkey to all units. At the Manager's reasonable discretion, the Manager, or his/her employee or agents, may enter any

unit. In such instances, the Manager shall notify the occupant prior to such entry, as soon as is reasonably possible, of the reason for such entry.

5.10 PARKING:

Parking by Members, their family, guest, and invitees, will be limited to one (1) space per occupied unit used within the on-site parking area. Members, their families, guests, and invitees bringing more than (1) vehicle within the Project may park their additional vehicle/s in the overflow/RV parking area or any parking stall marked guest.

- Parking of Recreation Vehicles is permitted in the overflow/RV parking areas only, no overnight camping is allowed without prior authorization.]
 - Desert Breezes considers any enclosed piece of equipment synchronously used as both vehicle and a temporary travel home as a Recreational Vehicle (RV).
- 15 minutes loading and unloading
- Parking along street is not permitted
- Parking violations – Vehicles will be towed at owners expense

The Association is not responsible for lost/stolen/damaged vehicles or other property of Owners and/or guests. Damage to cars and other objects or common areas shall be the responsibility of the person causing the damage.

5.11 LAUNDRY FACILITIES:

Washers and dryers are located in the courtyard of the building which contains your unit. They are available for your use and convenience.

5.12 PETS:

Per Article II, Section 2.1 of the CC&R's, no animals or pets of any kind are allowed in any unit or upon any portion of the project and violation is subject to a fine. Permitted Service Animals are allowed in units provided proper documentation validating the registration of the service animal is presented at the time of check-in.

5.13 APPEARANCE OF PROJECT:

No personal sunshade awnings other than existing building awnings or other similar devices may be used on any balcony or terrace. Draping of any articles such as towels, swim suits, etc., in the balcony areas or otherwise is not permitted.

5.14 SWIMMING POOL RULES:

Pool Rules are posted within the pool areas and listed in the Welcome Packet materials. Use of the pools is exclusively at the user's own risk. No lifeguard is on duty. Children (ages 14

and under) are not permitted within the pool area unless accompanied by an adult (age 18 or over). Any person violating any of the pool rules will be refused further use of the pools.

5.15 USE OF SPA:

The spas are intended to be an adult amenity. Based on the recommendation of the Riverside County Health Department, only persons fourteen (14) years of age or older may use the spa, due to its potential hazard to health. Any person between fourteen (14) and seventeen (17) years of age must be accompanied by a parent or an adult guardian when using the spa.

5.16 SOLICITING:

No commercial soliciting is permitted, whether within a Timeshare unit or the common area, at any time by any Owner, guests, exchange user, or member of the general public.

5.17 FRONT DESK:

The front desk is open from 8:00 AM to 10:30 PM Sunday through Thursday and Friday and Saturday 8:30 AM to 12:30 AM. Office hours are subject to change during Holidays and off season.

5.18 TELEPHONE CALLS:

Each unit is furnished with a private telephone which accesses direct lines via the front desk switchboard. Toll calls may be charged to your room (with charges payable upon check-out), your home or business number, or credit card, or be made collect. Further information on telephone operation is available through the Front Desk staff and the in-room directory.

5.19 PERSONAL CHARGES:

The Association will charge a minimum fee of \$15.00 for any personal charges required to be billed to an Owner after Check-Out. Each Member shall be responsible for prompt payment of charges incurred by such Member, his family, and guests during the use period, including but not limited to long distance telephone calls, additional housekeeping services or other items. Non-payment of such personal charges may result in the suspension of such Member's use privileges.

5.20 DESERT BREEZES TENNIS CLUB:

Through the Association, you are a member of the Desert Breezes Tennis Club and have use of those amenities while occupying a unit. A maximum of 4 people at a time per occupied unit may use the Desert Breezes Tennis Club facilities. Owners must be present with guests at all times. The Owner Identification Card provided by the front desk staff at check-in should be carried by the registered owner or guest at all times when utilizing the Desert Breezes Tennis Club facilities.

5.21 RESTRICTED ACTIVITIES:

Dangerous or unlawful substances may not be stored, introduced or used within the project. All unlawful, obnoxious or offensive activities are prohibited in any unit or other area of the project. You are requested to control noise and activities so that you do not disturb other occupants. You are requested to monitor activity of your children, and your guests' children, so they do not disturb others. Children are prohibited from playing in parking areas, the lobby and any other non-recreational common areas. No Member shall make structural changes, reorganize or remove the common furnishings, wall hangings, floor coverings, or decorating of any kind within the units or common areas.

1. Lake: No contact or activities of any type are allowed in the lake, such as but not limited to swimming, fishing, etc.
2. Smoking: Smoking is not permitted in the units or clubhouse facilities. Violation could be \$200.00 per offence.
3. Quiet Time: Quiet time for all guests is from 10:00pm through 8:00am on each day. This should mean no loud music, video, or audio use, parties, functions or activities wherein other guests are inconvenienced. Interpretation shall be at the sole discretion of the managing agent, or their designee.

5.22 REMEDIES FOR FAILURE TO VACATE:

Article II, 2.3 of the Desert Breezes Resort Timeshare Owners Association's Covenants, Conditions and Restrictions document states:

- **Failure to Vacate.** A detaining user shall (a) be subject to immediate removal, eviction or ejection from the Timeshare Unit wrongfully used or occupied; (b) be deemed to have waived any notice required by law with respect to any legal proceedings regarding removal, eviction or ejection (to the extent that such notices may be waived under California law); (c) reimburse the Association and the Detained User for all costs and expenses incurred by him as a result of such conduct, including, but not limited to, costs of alternate accommodations, travel costs, court costs and reasonable attorney's fees incurred in connection with removing, eviction or ejecting the Detained User from such Timeshare Unit, and costs (including reasonable attorneys' fees) incurred in collecting such reimbursement(s); and (d) pay to the Detained User entitled to use and occupy the Timeshare Unit during such wrongful occupancy, as liquidated damages {in addition to the costs and expenses set forth in subparagraph 2.3(c), above}, a sum equal to 200 percent of the Fair Rental Value per day of the Timeshare Unit for each day or portion thereof, including the day of surrender, during which the Detaining User prevents use and occupancy of the Timeshare Unit; provided, however, that is the Detaining User prevents use and occupancy of the Timeshare Unit; provided, however, that if the Detaining User is an Exchange User, the Owner whose Use Period was used by the Exchange User shall have no liability pursuant to the provisions of clauses (c) and (d) above. The Association shall be responsible for determining the Fair Rental Value of a Timeshare Unit. The Association shall use reasonable efforts to attempt to remove such Detaining User from the Timeshare Unit, and/or to assist the Detained User in finding

alternate accommodations during such holdover period and to secure the expense of the Association, alternate accommodations shall be as near to value to the Detained User's Assigned Unit as possible and the cost thereof shall be assessed to the Detaining User (unless the Detaining User was an Exchange User) as a Personal Charge. In the event that the Association, in its sole discretion, deems it necessary to contract for a period greater than the actual period for which the use is prevented in order to secure alternate accommodations as set forth above, the cost of the entire period shall be assessed to the Detaining User as a Personal Charge. By accepting any assignment or transfer of a Timeshare, each Owner agrees that, in the event of a wrongful occupancy or use by him or his Permitted User, damages would be impracticable or extremely difficult to ascertain and that the measure of liquidated damages provided for herein constitutes fair compensation to those who are deprived of occupancy. If an Owner or his Permitted User, by intentional or negligent act renders a Timeshare Unit uninhabitable for all or any portion of any User Period, then (i) such Owner shall be deemed a Detaining User, (ii) the foregoing provisions of this Paragraph 2.3 shall apply and (iii) such Owner shall be liable to the Owner(s) and/or Permitted User(s) entitled to occupancy such Timeshare Unit during such subsequent Use Period(s) just as if such Owner had refused to vacate the Timeshare Unit at the end of his Use Period(s). For the Purpose of this Paragraph 2.3, the act or negligence of a Permitted User shall be deemed to be the act of the Owner.

5.23 ASSOCIATION OWNED INTERVAL RENTAL:

All Association owned intervals are placed in the rental inventory pool by the Board and Management in order to supplement the owners assessments. The sum of Association owned intervals are fairly spread among all 52 weeks each year.

5.24 ENFORCEMENT OF THESE RULES AND REGULATIONS:

The Board expects all Owners and their guests to adhere to the requirements set forth in the Rules and Regulations and the Declaration. To assist the Board of Directors in the enforcement of the provisions of these two documents, the Board has delegated enforcement authority to the Manager. Any Owner or guest who has been advised by the Manager that they are in violation of the Rules and Regulations or the Declaration will immediately cease that activity.

If an Owner or other guest, after being notified by the Manager that they are in violation of the regulations, fails to comply with the Manager's direction, the matter will be referred to the Board of Directors for consideration of the assessment of penalties by reason of such person's non-compliance. The Owner against whom such action is proposed to be taken has the right to appear before the Board at its next regularly scheduled meeting to contest such action, all as provided in the bylaws and the Declaration.

5.25 EMERGENCIES:

In case of an emergency while in residence, contact the front desk by dialing “0” during regular business hours. In case of after hour emergencies please refer to the in-room directory and check-in handout information for contact numbers. You may contact the appropriate authority, e.g. police, paramedics, or fires department, at 911.