



PEACE OF MIND

We all know that the unexpected can, and does, happen at the least convenient of times! Even worse, if something gets in the way of that trip you were so looking forward to, you don't want to lose your exchange week.

With DAE **Cancellation Protection Option (CPO)** you are covered if life gets in the way (think illness, injury or emergency trip to the vet because your dog swallowed his favourite chew toy).

If you have taken out CPO on your exchange vacation and you cancel your trip at least 72 hours from check in, we will return your credit week to your account* plus you will receive a credit for the value of the exchange fee and any room upgrade fees that may have been charged.

For a relatively small price, CPO can make a big difference when life throws a spanner in the works (or the whole darn tool box for that matter).

While we would strongly recommend it, the choice is yours and you are in no way obliged to purchase CPO.

**Please note, your week will continue to be valid until its original expiry date. If your credit has expired, you will not be able to use this toward another exchange. The week will be forfeited.*

LEGAL STUFF (AKA THE TERMS AND CONDITIONS):

DAE offers DAE Members the option of purchasing Cancellation Protection Option (CPO) at the time of accepting an Exchange offer. CPO only applies to exchange transactions and covers the exchange fee, unit size upgrade fee (if applicable) and Member's deposit credit. CPO is not available on bonus weeks, rental bookings or any promotional offers.

ACCEPTED CPO

If a DAE member has purchased CPO and needs to cancel the exchange which has CPO, the member may do so no later than 72 hours prior to check in date by contacting their DAE office to request

cancellation. The DAE member will then have until the expiration of the original Deposit Credit used for the transaction in which to confirm another exchange. The exchange fee will be credited to the DAE member's account to use against a future transaction. The DAE member will have the option of electing to purchase CPO on any replacement exchange upon payment of the current CPO costs. No monetary refunds are allowed on cancellations regardless of whether CPO has been obtained. CPO cannot be used to cancel a confirmed exchange and then re-book the same resort week as either bonus weeks or additional benefit. DAE asks that all DAE members to be fair and use CPO for its intended purposes and not to misuse it.

DECLINING CPO

CPO is completely optional and DAE Members are not required to obtain CPO. DAE members who decline CPO in connection with a confirmed exchange will forfeit their exchange fee upon cancellation of a confirmed exchange, which includes any change in dates, vacation destination or resorts (guest name change allowed). Additionally, the deposit credit (including the ability to make an exchange) will be forfeited if the DAE member cancels any exchange reservation confirmation within 30 days of the scheduled check-in date and time.