



## Dear Owner

By this time you should have received your [2023 maintenance fee](#) bill in the mail, we have gathered together some most frequently asked questions that will help you understand what we are offering our members.



If you have questions or you need assistance to make your payment, contact us! Our team will be glad to assist you, with our toll-free number: [1 855 206 2366](tel:18552062366) or write us at [financial.info@belaiownerscircle.com](mailto:financial.info@belaiownerscircle.com)



### **I tried to pay online through resortcom members website and I can not process my payment?**

In order to pay with the discount rate you need to contact us to take your payment over the phone at our toll free maintenance payment option. If you prefer to send a check we will let you know the discount amount to pay.

### **What is an Award week?**

It is a week that we granted you as an option to use if you need extra time. All accounts have only one vacation week to use per year according to your license.



### **How do I obtain my award week?**

As long as you pay your 2023 maintenance fees anytime from October 1 to November 15th, you will have the award week usage available to use within 2023.

### **What do I need to do in order to activate my award week granted?**

You call in to pay the corresponding maintenance fees and proceed with your reservation.



### **Can I exchange the award week with Interval?**

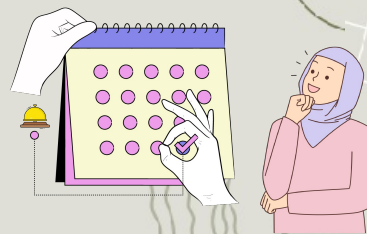
Yes, you can use the award week at split rock or deposit for exchange through Interval International.

### **Do I have to pay for the award week now?**

You can pay it now so you don't worry about it and carry on or you can pay when you are ready to use the week.

### **Can I bank my award week vacation to 2024?**

Yes, in order to be able to vacation bank the week you need to pay the corresponding maintenance fees and its vacation banking fee this way you can use it in 2024 in any red season dates.



### **Can I book my week 2023 and my award red season week together?**

Yes, you may reserve your 2023 & your award week back-to-back, within the same week/date or each in different dates within 2023.



### **Can I have somebody else use my extra week?**

Yes, however only you as a member may call in to reserve the week under the name of the guest.

We hope this has been helpful in clarifying your doubts, if you still have questions. Visit our FAQs section.

<https://splitrockownerscircle.com/news/>