



Up date July 8<sup>th</sup> , 2024

## Rulebook for Members 2024

### 1. Introduction

**Emporium Vacation Club** is an exclusive members' club in which members acquire 'Points' that can be used to stay in any of the Emporium Hotels and Samba Vallarta.

We offer a completely flexible membership, adapted to the necessities of the user's trip; the moment the user signs up to the program, they can begin to reap the benefits, guaranteeing that all of their stays will be assembled in hotels with the highest standards of quality and service.

The partners of **Emporium Vacation Club** will have access to exclusive benefits, including the possibility of extending their accommodation options to other hotels and trip services linked to the program.

This guide explains how the membership works, and the benefits that you can access as a partner of the exclusive **Emporium Vacation Club**.

### 2. General Rules of Use

#### 2.1 Description of the membership

**Emporium Vacation Club** memberships are valid for a certain duration, beginning from the date of acquisition. Each membership comes with a certain quantity of points which permit nights of accommodation in Emporium Hotels and Samba Vallarta.

Once the Annual Service Fee has been paid, the member will be able to reserve the number of nights they wish, in the type of room, hotel and season that they choose, until the total amount of points in their possession at the moment of reservation is attained. In the event of funding, you can make use of the proportional amount of points that correspond to the total amount covered by the value of the membership.

All memberships with funding that have still not covered 50% of their total value will need a reserve fund. This fund must be equal to 15% of the total membership points. Once the required percentage (50%) has been covered, the aforementioned fund will be incorporated to the member's account to be used for future reservations.

The points will gradually expire throughout the life span of the membership; if the member does not use the annual minimum of accommodation points, the unused points will annul the member's account, unless they request (no more than twice) that the points be carried over to the next year. The expiration period will begin from the second year following the year of purchase.

A member with their full membership can acquire additional points and make use of them with immediate effect. Once the points are used up, the membership remains ineffective unless extended within a period of three months, through the acquisition of one of the available points packets.

#### 2.2 Value of Accommodation Points

Each night of accommodation in our hotels will have a value that is convertible into points. The number of points required to make your reservation will be determined according to season, destination, type of room and number of nights desired.

These points may vary with time according to factors of temporality and the demand at each destination; these values can be consulted in our User Guide which will be sent to all members on an annual basis.

### 2.3 Annual Service Fee

Members who acquire their membership in the first half of the year must pay the Annual Service Fee by July 15 of every year. In the event that membership is acquired in the second half of the year, the Fee must be paid by January 15 of each year. Or, to be able to make a reservation before the indicated payment periods, the Annual Fee must be paid to be able to release the points and make a reservation at the moment. This Annual Service Fee increases annually according to the inflation index corresponding to the period of the membership.

The payment covers the service costs of each reserved room, meaning that, in addition to the points, the member must pay for the service of each night of their stay. If the number of night exceeds the value of the annual fee, the additional nights will be charged proportionately to the value of the Annual Service Fee.

This payment does not include other expenditures throughout the member's stay, such as: consumption of food and drinks, telephone calls, laundry, tips, spa and other hotel services. The member will be charged these fees directly at check out.

### 2.4 Arrival days, nights of stay and quantity of rooms

Members can arrive on any day of the week. Some dates in high season are more likely to be confirmed if the check in happens on certain days and the stay is for a specific, established quantity of nights; this will vary from hotel to hotel.

The member has the flexibility of when to use their Membership; they are able to reserve the number of nights and the quantity of rooms they wish, according to availability.

## 3. Reservations

To request and reserve the benefits that come with membership, the member must be up to date with all of the Club's obligations. This means that no debts should be carried over the month: service fees, moratorium fees or any other commitments with the Club at the moment of reserving or receiving services.

Members who would like to redeem their points at the Samba Vallarta Hotel must pay the All Inclusive Plan (Food and Drinks) for each occupant of the room(s) upon arrival at the hotel. The cost for this service can be consulted in the annual Calendar of Use.

Accommodation services at the Emporium and Samba Vallarta Hotels can be solicited through the Call Center or through the Vacation Club website. **All reservations are subject to availability**

At Hotel Samba Vallarta, the extra food and drink (**all inclusive**) fee must be taken into consideration:

Adults \$ 45 USD

Children 6 to 12 years old \$20 USD

Children 0 to 5 free

#### **From December 22, 2024 to January 2<sup>nd</sup> 2025**

Adults \$ 45USD

Children 6 to 12 years old \$ 28 USD

Children 0 to 5 free

#### **New Year's Eve meal supplement (December 31 2024):**

Adult \$45 USD plus \$45 USD all inclusive

Children 6 to 12 years old \$28 USD plus \$ 28 USD all inclusive

Children 0 to 5 free

Rates per person per night. Rates subject to change at any time. Rates only applicable to members with pre-confirmed reservations and Samba Vallarta. Not applicable to other Emporium Vacation Club Hotels.

### 3.1 Characteristics of Reservations

Reservations can be made by the member or by other beneficiaries who have been expressly authorized in the member's contract, to the following numbers: **01 800 839 42 16** from **Mexico** and **866 539 19 12** from **United States and Canada**.

The Call Center agents may ask for personal information in order to corroborate the data registered on the account before processing any service. In the event that reservations are solicited via the website, the security code or password will be required.

The booking agents and/or collaborators of **Emporium Vacation Club** will never ask you for your security code or password (only at the moment of carrying out any transactions on the authorized account); in the event that this happens, please report immediately.

### 3.2 Advance reservations

Reservations may be made from one year and up until one day before the date of the trip, for the number of nights and rooms desired, considering that the Annual Service Fee has been paid. The equivalent to the points of the solicited reservation can be covered with the balance of the account, or with the additional points attained at the moment of soliciting the reservation - if there is availability at the selected hotel.

### 3.3 Requirements of the Accommodation Points

In the event that there are insufficient points to process a reservation, these are the options:

- a. The member may acquire additional points (with limited use) directly for a value of up to 20% of the total value of their stay. The current rate per accommodation point will be published in the annual Calendar of Use.
- b. If the membership is under a financing payment scheme, the percentage of the corresponding points may be increased using future monthly instalments, without any penalization.
- c. Additional Points Packets can be acquired.
- d. A combination of the above is possible.

### 3.4 Reservation Confirmation

The confirmation is the registration number that has been entered into the **Emporium Vacation Club** reservation system every time a confirmation has been received that the solicited space is available, that the annual Service Quota has been paid and that the membership is equipped with the sufficient quantity of points to cover the requested nights.

Upon processing the reservation with a Call Center executive, you will receive a confirmation code and, if you wish, a printable confirmation slip sent to you by e-mail.

### 3.5 Check in and check out times

At the Emporium Hotels the established timetable for checking in our guests is from 3pm and check out is at 1pm at the latest. For hotels linked to **Emporium Vacation Club**, the timetables may vary; in this case, you will be informed upon making your reservation.

### 3.6 Cancellations

The member may modify the dates of their trip as long as the season and type of room required is available. If the member wishes to cancel their reservation, it is subject to the following conditions:

- On time with points restored

Points will be restored except in the event that they have expired, when a cancellation takes place with the required anticipation considering the season, as follows:

Mid-season	between 15 and 29 days before the arrival date
High-season	between 30 and 44 days before the arrival date
Super High-season	at least 45 days before the arrival date

- On time with points penalized

The Club will carry out a 30% penalization of the total points that apply to the reservation, depending on the season, as follows:

Mid-season	between 8 and 14 days before the arrival date
High-season	between 15 and 29 days before the arrival date
Super High-season	at least 30 days before the arrival date

The points that are restored to the member will be credited into their account for use in future reservations, as long as they have not expired.

- Out of season cancellation with no points restored

No points devolutions will apply if the cancellation takes place according to the following:

Mid-season	less than 8 days before the arrival date
High-season	less than 15 days before the arrival date
Super High-season	less than 30 days before the arrival date

#### 4. Additional benefits

##### 4.1 Room upgrades

The members of **Emporium Vacation Club** can access higher-category rooms as long as there is availability at the hotel. In order to access an upgrade, the member must have a prior confirmation and must pay the points difference for the desired room as well as, if applicable, any differences in the Annual Service Fee.

This benefit does not apply the other way around: no downgrades or refunds are available.

##### 4.2 Waiting lists

Since every reservation is subject to availability, in the event that a room cannot be immediately confirmed, the member may request to be added to the waiting list.

The waiting list works on a first-come, first-served basis. The number of requests to be added to the waiting list are limited and the member will receive alternative dates for their reservation.

##### 4.3 Reservations in favor of a third party

The member may make reservations in the name of a third party (those not mentioned in the contract) using their points. In order to do this, the member should request a reservation through the Call Center and pay the quantity of the "Guest Certificate" fee, which members are notified about every year.

###### 4.3.1 Beneficiaries

During the term of the contract, beneficiaries may be added or modified with a maximum of 3 occasions. This must be requested in writing with the name, signature and INE of the holder and corresponding reasons, it being understood that all services received for being an EVC member must be validated with the status of their membership.

#### 4.4 Inscription to RCI

The members of **Emporium Vacation Club** will be automatically registered with RCI from inscription and throughout the time that their membership is valid. Once the Annual Service Fee is paid, they may have access exchanges and stay in luxury resorts all over the world, made available to them by the timeshare company RCI.

RCI services are independent of **Emporium Vacation Club**, and operate according to the conditions of the service providers that make up their program.

#### 4.5 Special Benefits

During the validity of the membership, the following benefits can be enjoyed at each of the hotels as long as you have a lodging reservation through Emporium Vacation Club. It does not apply to consumptions / services not staying through EVC.

<b>Food and Drink</b>
<p>*20% off consumption in restaurants and bars at Emporium Acapulco, Emporium Ixtapa, Emporium Mazatlan, Emporium Veracruz, Emporium Mexico City, Emporium Zacatecas, Samba Vallarta, Emporium Family Suites Cancun, Marriott Reforma Mexico City, Marriott Aguascalientes, Marriott Tijuana, JW Marriot Santa Fé, Marriott Villahermosa, Marriott Tuxtla Gutierrez &amp; JW Marriott Los Cabos, Renaissance Cancun.</p> <p>*Discounts off the total bill. Discounts apply upon staying in the aforementioned hotels as a member of Emporium Vacation Club. One discount per table. Tips not included.</p>
<b>SPA (treatments)</b>
<p>One person 15% Two people 20% Three or more people 25%</p> <p>*All treatments are subject to prior reservation and must be paid in one transaction in order to qualify for the general discount.</p> <p>*Only applicable in Emporium Hotels that are equipped with the Oriental Spa.</p>
<b>Social Events</b>
<p>*20% discounts in social events in conference rooms, the beach and/or common areas within the Emporium Hotels and Samba Vallarta. ( not apply at events package available on each Hotel).</p> <p>*Prior reservation required and subject to availability.</p> <p>*Discount applicable for the total consumption of the event. Doesn't apply to rooms or tips. The rooms discount will be apply only if the full bill be pay by the EVC member).</p>
<b>Romantic Dinner on the Beach/in the Garden</b>
<p>*20% discount in Romantic Dinners in private areas (at the beach or in the gardens) at the Emporio Acapulco, Ixtapa, Mazatlán, Veracruz, Cancun and Samba Vallarta Hotels.</p> <p>*Prior reservation required and subject to availability.</p>
<b>Room Service</b>
<p>*20% off room service consumption, tips not included. Applicable at Emporium Acapulco, Emporium Ixtapa, Emporium Mazatlan, Emporium Veracruz, Emporium Mexico City, Emporium Zacatecas and Samba Vallarta Hotel, Marriott Reforma Mexico City, Marriott Aguascalientes, Marriott Tijuana, JW Marriot Santa Fé, Marriott Villahermosa, Mariott Tuxtla Gutierrez &amp; JW Marriot Los cabos, Renaissance Cancun. Tips not included.</p>
<b>Rooms</b>
<p>*20% discount off the current public room rates that are not paid with points, applicable at Emporium Acapulco, Emporium Ixtapa, Emporium Mazatlan, Emporium Veracruz, Emporium Mexico City, Emporium Zacatecas. Emporio family suite Cancun and Samba Vallarta Hotels.</p> <p>*20% off public rates at Marriott Reforma Mexico City, Marriott Aguascalientes, Marriott Tijuana, JW Marriot Santa Fé, Marriot Villahermosa, Marriott Tuxtla Gutierrez &amp; JW Marriott Los Cabos, Renaissance Cancun.</p>

## Other

Accelerated use of points from future years without charge; the only necessity is that the User Fee corresponding to the number of points accelerated be paid.

\*Accumulation of points for a year without charge.

\*Exchange network through RCI.

## 5. Available Products

### 5.1 Memberships

Each membership has a certain number of points, term and annual maturities.

The maximum term of a membership will depend on its type from the date of purchase or until three months after having exhausted all of its points, whichever comes first.

Each year the unused points will expire in proportion to the number of points acquired by the membership and to its term.

### 5.2 Bonus points packages

A member may purchase, with his existing rights, additional packages in amounts of 3,600 points. These will also be valid for one year and will expire in the same proportion as the original points.

### 5.3 Limited use points

A member may acquire, with his existing rights, up to 20% of the points required to complete a reservation. The acquisition of these points will be made whenever a reservation is made (per event). The cost of the Limited Use Points will be published annually.

In case of cancellation, Limited Use Points cannot be restored for future use, even if the cancellation is made within the agreed deadlines.

## 6. Types of Lodging, Seasons and Calendars

To facilitate the handling of reservations we will present the values that **Emporium Vacation Club** will take into consideration when confirming your request:

### 6.1 Types of lodging

Each hotel has its own characteristics, which allow it to offer different options for your stay and needs. You will find below what each hotel has to offer:

### Emporio Acapulco

Code	Description	Maximum capacity
ST	Superior Room with two double beds. Ocean view	4 adults or 2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
	Superior room with King size bed. Ocean view	2 adults

JR	Junior Suite or Privilege - Living room and bedroom with two double beds. Ocean view	4 adults or 2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
	Junior Suite or Privilege - Living and bedroom with king size bed. Ocean view	2 adults
1-BR	Two connecting rooms, one Queen size bed, one with two double beds. Ocean view	6 adults or 4 adults and 2 children or 3 adults and 3 children or 2 adults and 4 children

### Emporio Ixtapa

Code	Description	Maximum capacity
ST	Superior Room with two double beds. Mountain View	4 adults or 2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
	Superior Room with King Size bed. Mountain View	2 adults
STP	Superior Room Plus with two double beds. Ocean view	4 adults or 2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
	Superior Room with King size bed. Ocean view	2 adults
JR	Junior Suite - Living room and bedroom with two double beds. Mountain view	4 adults or 2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
	Junior Suite - Living room and bedroom with king size bed. Mountain view	2 adults
2BR	Suite 2 bedroom - Living room, one bedroom with King Size bed and one bedroom with two double beds. Mountain View	6 adults or 4 adults and 2 children or 3 adults and 3 children or 2 adults and 4 children

Footnote: The letter "P" in the code means that the bedroom has the "plus" of an ocean view.

**Emporio Mazatlan**

Code	Description	Maximum Capacity
ST	Superior Room with two double beds	4 adults or 2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
JR	Junior Suite - Living room and bedroom with two double beds	4 adults or 2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
	Junior Suite or Privilege- Living room and bedroom with King Size bed	2 adults
MST	Master Suite- Living room and bedroom with King Size bed	2 adults and 1 child

**Emporio Veracruz**

Code	Description	Maximum Capacity
ST	Superior Room with two double beds	2 adults and 2 children or 3 adults and 1 child or 4 adults
	Superior Room with King Size Bed	2 adults
STP	Superior Room Plus with two double beds. Ocean view	2 adults and 2 children or 3 adults and 1 child or 4 adults
	Superior Room Plus with King Size Bed. Ocean view	2 adults

**Emporio Reforma**

Code	Description	Maximum Capacity
ST	Superior Room with two double beds	3 adults or 2 adults and 1 child or 4 adults
	Superior Room with One Bed	2 adults or 1 adult



### Emporio Zacatecas

Code	Description	Maximum Capacity
SD	Superior Room with two double beds. Interior view	2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
SDP	Superior Room Plus with two double beds. Cathedral view	2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
JK	Junior Suite - Living room and bedroom with King Size bed. Interior view	2 adults
JDP	Junior Suite Plus - Living and bedroom with two double beds. Cathedral view	2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
JKP	Junior Suite Plus - Living and bedroom with King Size bed. Cathedral view	2 adults

### Samba Vallarta

Code	Description	Maximum Capacity
ST	Superior Room with two double beds	4 adults or 2 adults and 2 children or 3 adults and 1 child or 1 adult and 3 children
	Superior Room with King Size Bed	2 adults
1BR	Suite- Living room and bedroom with two double beds	4 adults or 3 adults and 1 children or 2 adults and 2 child
	Suite- Living room and bedroom with King Size bed	2 adults or 01 adult and 01 child

### Emporio Cancun

Code	Description	Maximum Capacity
STD	Standard Room with two double beds. Partial ocean view or garden view	4 adults or 2 Adults and 2 children or 3 Adults and 1childrne or 1 adult and 3 children
STDP	Standard Room Plus with two double beds. Ocean view.	4 adults or 2 Adults and 2 children or 3 Adults and 1childrne or 1 adult and 3 children

STK	Standar Room with king size bed. Partial Ocean view or garden view.	2 adults or 1 adult and 1 children
STKP	Standar Room with king size bed. Partial Ocean view or garden view.	2 adults or 1 adult and 1 children
1BR	One bedroom room- Bedroom with King Size bed and living and dining room with 2 Murphy beds Partial Ocean View or Garden view.	4 adults or 2 Adults and 2 children or 3 Adults and 1childrne or 1 adult and 3 children
1BRP	One bedroom room- Bedroom with King Size bed and living and dining room with 2 Murphy beds. Ocean View.	4 adults or 2 Adults and 2 children or 3 Adults and 1childrne or 1 adult and 3 children
2BR	Two bedroom room- Bedroom with King Size bed and living and dining room with 2 Murphy beds and bedroom with two double beds. Partial Ocean View or Garden view.	8 adults or 7 adults and 1 children or 6 adults and 2 children or 5 adults and 3 children or 4 adults and 4 children
2BRP	Two bedroom room- Bedroom with King Size bed and living and dining room with 2 Murphy beds and bedroom with two double beds. Ocean View.	8 adults or 7 adults and 1 children or 6 adults and 2 children or 5 adults and 3 children or 4 adults and 4 children

## 6.2 Definition of Seasons

**Super High** Time of the year of peak demand in the destination and that is usually during holidays like New Year, Carnival, Holy Week and Easter Week. Regularly, it includes intervals of 4 to 7 nights. In some cases the Club may determine specific days of entry and a minimum stay for accommodation.

For a greater probability of confirmation of reservations during these periods, it is recommended that you request it with a minimum of 6 months in advance.

**High** The demand during this season is slightly lower than the previous. The recommended time for confirming a reservation is minimum 2 months.

**Mid-season** Regularly there is space available and the time commonly required to confirm a reservation is from 30 to one day before arrival, subject to room availability.

### 6.3 Calendars

On the calendars the seasons are marked for each day of the year in each hotel. This can be very useful to easily identify the type of season in which you want to travel, and with this information you can calculate the number of points required by using the Points Tables below.

The Super High-Season is marked on the calendar in red; the High-season in yellow and the Mid-season in green.

### 7. Points account statements and balance

You will be able to consult your account statement and points balance directly with our Call Center, where you will be given all the necessary information.

### 8. Frequently Asked Questions

*a. To which places can I travel with my points?*

You can go to any of the Emporio and Samba Vallarta hotels that are members of the Club at the time of your booking. Also, with an exchange with R.C.I. you can access any of the hotels worldwide that are part of this exchange program.

*b. How many nights can I get with my membership?*

You can get as many as your balance of points allows. You can exhaust all the points from your account in one stay. To know about the possibilities consult the Calendar for Seasons and Points.

\*For contracts that are in funding period, the maximum number of points to be used will be determined by the proportion of payments covered for the Membership.

*c. How many times in one year can I use my points?*

You may request to use your points as often as you want during a year as there are points available on your Membership.

*d. Is there a minimum use of points required per year?*

Yes, depending on the term of your membership (starting from the date of acquisition) unused points will expire gradually after the second year of purchase.

#### Example of Points expiration tables:

##### Emporium Membership

Year	Acquired points	Expired annually	Balance
2013	216,000	0	216,000
2014	216,000	21,600	194,400
2015	194,400	21,600	172,800
2016	172,800	21,600	151,200
2017	151,200	21,600	129,600
2018	129,600	21,600	108,000
2019	108,000	21,600	86,400
2020	86,400	21,600	64,800

2021	64,800	21,600	43,200
2022	43,200	21,600	21,600
2023	21,600	21,600	0

The same condition applies to Extra Points packages, but not for Limited Use Points.

*e. Can I transfer my points to a family member or to a friend?*

Since the use rights and benefits of the membership are exclusively applicable to the holder or the beneficiaries specifically registered in the contract, sharing these rights can eventually happen through the acquisition of a "Guest Certificate" (see Contributions section).

*f. What happens if I don't have enough points to make the reservation I want?*

If you don't have the amount of points required to complete a reservation, you may purchase up to 20% of the total points required by the reservation total stay. The points allocated will be of Limited Use meaning that they can only be used for that particular event.

The cost of the Limited Use Points will be posted along with the Calendar for Seasons and Points in the Contributions Section.

Another alternative is to anticipate the use of points from the following years by paying the service fee accordingly to the amount of points that will be used.

*g. Can I use more than one room?*

Yes, you can use more than one room and for the number of nights that your balance of points will allow.

*h. Is there an annual service fee?*

Yes, you only need to cover the annual fee equal to the amount of points that expire in that year. This fee includes occupancy taxes and VAT.

All the other expenses incurred in the Hotel such as daily consumption of food and drinks, phone calls, laundry, spa, tips, etc. will be covered as usual at the time of the departure, therefore the hotel will request a credit card to cover these concepts.

## **9. Contributions section**

### **9.1 Limited use points**

Those that can be purchased to supplement the amount of points needed to make a reservation, with the only condition that the amount of points purchased does not exceed 20% of the required total points for the reservation.

These are purchased by event at the time of the reservation and include the Service Fee and taxes.

### **9.2 Annual service fees by type of membership**

As mentioned above, this is the payment that needs to be covered each year and is required to redeem the acquired points. This will be adjusted annually based on the index for inflation.

In the event that the use of points exceeds the ones that expire by year, the Member must meet fair share based on the fee by point.

The amount of Annual Service Fees by Type of Membership is in U.S. dollars. Fees include 16% VAT and 3% occupancy tax.

### 9.3 Guest certificate

Members have the right to transfer the use of their points to a third party. It is only necessary to inform about this at the time of the booking and cover the cost of the Guest Certificate which is \$100 per a stay of 1-7 nights in any of the Emporio Hotels or Samba Vallarta Hotels.

#### **Important note:**

Each year members will receive an updated version of this Regulation of Use so that you can fully enjoy your Membership.

As a Member of **Emporium Vacation Club**, if you have questions, comments and suggestions these are very valuable to us. Mail them to [info@emporiumvacationclub.com](mailto:info@emporiumvacationclub.com). As soon as possible, a club executive will contact you to answer your questions, comments and thank your suggestions. These will be analyzed and taken into consideration to constantly improve our products and services.

**[www.emporiumvacationclub.com](http://www.emporiumvacationclub.com)**