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Vacation Planning Guide

Welcome to the Villas at Flying L Ownership

At the Villas at Flying L we have developed our product to fit your vacation plans. This guide is to help you plan and get the most from your vacation ownership. Our Vacation Reservationists can assist with any questions you might have. Please use this guide to plan your vacation and give us your comments and feedback to help us make our product better. This Vacation Guide and Rules and Regulations may be amended from time to time by Villas at Flying L.

When you are ready to make a reservation or if you have questions, call the **Owner Services Department at 830-796-9025**

Hours of Operation:

Monday 2:00 pm – 7:00 pm; Tuesday, Wednesday, & Thursday 8:30 am – 5:00 pm (CST)

What is a Floating Use Vacation?

Floating time is very flexible, especially if you help us make it work for you. The Villas at Flying L manages the inventory to maximize your choice of vacation weeks. However, we reserve weeks on a first-come, first-served basis. By planning ahead, you can help assure your desired week is available. The vacation time you own is time which "floats" in certain calendar periods. Unlike "fixed" vacation time, which is the same week year after year, floating use gives you the flexibility and convenience to annually schedule your vacation to fit your plans.

We have two seasons of weeks within the Villas at Flying L program: **Season 1 and Season 2**

If you own a Season 1 week, you may reserve a floating week within the calendar year. If you own a Season 2 week, you may reserve floating time during weeks 2-6, 8-9, 17, 38-39, or 49-50. Weeks 1, 7, 10-16, 18-37, 40-48, 51-52 may only be reserved 45 days before check-in date.

With Villas at Flying L Floating Use, you can even split your seven-day vacation into two vacations adding up to seven days in total.

What is Villas at Flying L Biennial Week Ownership?

With Biennial or "Every-Other Year" ownership, you can use your vacation time every other year. There are two types of Biennial Ownership:

Odd Year Use – (2021, 2023, 2025, etc.)

Even Year Use - (2022, 2024, 2026, etc.)

How Do I Make a (Floating Use) Reservation?

1. Check the vacation ownership calendar to determine which weeks are available to you.
2. If you have financed the purchase of your week, make sure you are current on your payments. You must have made at least one monthly payment that has cleared before making a reservation. For loan payment information, contact your Financing Company, Generations Funding at 1-800-322-1466.

3. Plan ahead and either use or bank your floating week each year. In the Villas at Flying L reservation system, floating time cannot be carried over to the next year, nor can next year's use week be used in the current year. If you do not schedule and use your floating time by the end of the vacation calendar year, that use time expires and is lost for that year. If you wish to carry over your week to the next year, you must bank your week with your **EXCHANGE COMPANY**.
4. Determine the earliest time you can make your floating reservation and don't delay; we reserve on a first-come, first-served basis. Remember, you are allowed 12 months' advance reservation time in your home resort.
5. **Reservation Time Periods: No reservation request may be made more than THREE HUNDRED SIXTY (360) days prior, or less than SIXTY (60) days prior, to the first day of the period being reserved.**
6. Call 830-796-9025 to make your floating reservation with the Owner Services Department. The earlier you call, the better your choices will be. The Owner Services Department will complete your reservation and send your confirmation in writing. All confirmed reservations are subject to cancellation if your Owners Association dues become delinquent or your payments of principal and interest are delinquent. A valid credit card is required at time of booking for incidentals.
7. **Cancellation**
 - A. Owners MUST cancel a reservation 30 days before check-in date.
 - B. Owners that cancel their Villas reservation with less than 30 days or do not check-in will forfeit their week or split-week.

Reschedule

- A. Owners may reschedule their Villas seven day or split-week reservation one time with no penalty or fee. Additional rescheduling will be charged a \$50.00 rescheduling fee each time.
- B. Owners must reschedule 30 days before check-in date. **No rescheduling is allowed within 30 days of check-in date.**

What Are My Floating Use Options When Making a Reservation?

(You own seven days of floating time at your Flying L Home Resort.)

1. Seven consecutive days. You can reserve an entire unit for seven consecutive days beginning on the check-in day for your Villas at Flying L unit.
2. If you own an "A/A, A/B Lockout" type unit, you may "lock out" the "A" side or "B" side and reserve two seven-day periods at different times.
3. You may reserve less than seven days with the "Split Week" Program. The split week may be reserved as follows: 4-nights (weekday), and 3-nights (weekend):

Friday Check-in: Golf Suite and Water Park Suite

Split 1 Friday-Saturday-Sunday Nights (Weekend)
(Check-in Friday at 4:00 p.m. / Check-out Monday at 10:00 a.m.)

Split 2 Monday-Tuesday-Wednesday-Thursday Nights (Weekday)
(Check-in Monday at 4:00 p.m. / Check-out Friday at 10:00 a.m.)

Check-in Day FRIDAY	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
Full	Check-in						
Split 1 3 Nights	Check-in						
Split 2 4 Nights				Check-in			

Sunday Check-in: Ranch Suite

Split 1 Thursday-Friday-Saturday Nights (Weekend)
(*Check-in Thursday at 4:00 p.m. / Check-out Sunday at 10:00 a.m.*)

Split 2 Sunday-Monday-Tuesday-Wednesday Nights (Weekday)
(*Check-in Sunday at 4:00 p.m. / Check-out Thursday at 10:00 a.m.*)

Check-in Day Sunday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Full	Check-in						
Split 1 3 Nights					Check-in		
Split 2 4 Nights	Check-in						

Your reservations may be made any time during the time segment you are allowed.

- If you decide to use your "split week" reservation option, it may only be split in this manner, enabling us to organize owner requests and allow equal time to each owner.
- You may only request one three-day weekend period each calendar year using your one bedroom separately.
- On your second visit of your seven days, an additional \$75.00 split-week cleaning fee is required at time of booking.
- **If you choose to use an A&B or A/A (2 bedrooms) for a 1 bedroom split and/or a four-night or three-night segment, an additional \$75.00 fee will be required at time of booking.**
- **A valid credit card is required at time of booking for incidentals.**

How Many Vacations Can Be Scheduled in a Year?

For 1 Vacation: Use your seven days consecutively in your unit beginning on Friday or Sunday.

For 2 Vacations: You can split your time by using the Unit at different times of the year.

For 3 Vacations: (If **A&B** Lockout: You can use your **A/B** or **A/A** (full 2-bedroom) for a four-night or three-night segment, then use one side for the corresponding three- or four-night stay; and your other side for a different three-night or four-night vacation.

For 4 Vacations: (If **A&B** Lockout): This option is accomplished by using your **A** or **B** one bedrooms separately and splitting both weekly periods.

Your vacation choices must be balanced.

How Do I Make an Exchange?

As a Villas at Flying L vacation owner and an Interval International (I.I.) member, you can exchange your vacation time to resorts in the U.S. and abroad. You can trade your vacation for a stay at a different resort and/or at different times throughout the year. To exchange your vacation time, follow these three simple steps:

Step 1: Call the Villas Owner Services Department at 830-796-9025 to obtain a unit/week assignment (seven days of vacation time); the exchange company will need to know the specific week you are placing in deposit. As a floating week owner, you will be assigned a fixed unit and week for that year's exchange with the exchange company and the Villas at Flying L will deposit the week for you into your exchange company account. Once a deposit has been made for you, we cannot withdraw the week from the space bank. Be certain you want to exchange before making your request.

Step 2: Select a minimum of three different resorts and at least one travel date, or one resort and three travel dates, and then call your exchange company to place your exchange request. Your maintenance fee assessment must be paid for the year you are depositing. Be as flexible as possible.

For easy processing of your request, have the following information ready when you call your exchange company:

- **Your member ID number**
- **The number of people in your travel party**
- **Your credit card number and expiration date**

Step 3: If one of your selections is available, your request will be confirmed immediately. If a destination you desire is not available when you call, place a formal request, and as new resort weeks enter the exchange system, they are compared to and matched with requests that have been submitted. When a vacation match is made, the exchange company will notify you that your accommodation has been confirmed.

The front pages of your Interval International Resort Directory provide easy-to-follow instructions.



Tips Which Can Make your Exchange Easier:

1. Deposit your vacation time as early as possible by calling Owner Services at 830-796-9025 as early as possible. This increases your opportunities to match the resort you want. Don't wait until thirty to sixty days for a highly traveled area in peak season, or you could be disappointed. [Because you can get an assignment of your "Villas Floating Use" week 24 months in advance (for deposit purposes only), "last-minute" requests can be avoided.] Please remember that your maintenance fee assessment must be paid for the year you are depositing.
2. After making your deposit with Owner Services, sign into your account with Interval International at www.intervalworld.com. Click the Exchange tab, search for availability, and then pick the week you would like to trade – one that you've already deposited. The information you will need about your home resort week will already be loaded into our interactive exchange system.
3. Next, select the vacation week that you want. If it's available, you will receive instant confirmation and can then prepare for your trip.
4. Check with I.I. for current rates at www.intervalworld.com.
5. Remember, if your unit has the "Lockout" feature you have several options:
 - A. You can exchange your entire seven days in your 2-bedroom unit. You will be eligible to receive a comparable 2-bedroom unit.
 - B. You can exchange your "A" one-bedroom and use your other one-bedroom side (1-bedroom sleeps four) at the Villas at Flying L. You may also exchange A's and B's separately, receiving two separate exchange weeks in a one-bedroom unit. You will pay two exchange fees.
 - C. You can exchange a one-bedroom seven-day vacation, then use the split week vacation with the side that is left at the Villas at Flying L.

For Gold Interval International Members: Your split week option is only available at the Villas at Flying L. You must exchange a full seven days in either the one-bedroom or two-bedroom choices when using an exchange company.

D. Fees are payable at the time of confirmation, or when placing a request.

Cruise Exchange, Point Exchange, and Hotel Exchange options are also available through Interval International, please contact Interval International for the most up to date information at 1-800-INTERVAL or www.intervalworld.com.



What are the Key Rules and Regulations I Should Remember?

- If you do not reserve your seven nights of vacation, you will lose that time. You can deposit your time with an exchange company, but we do not carry forward with the Villas reservation system.
- **All association dues and Villas payments must be current before you can reserve floating time.**
- Owners that cancel their Villas reservation at any time will forfeit their week or split-week. Owners must cancel a reservation 30 days before the check-in date. This is due to the fact that the unit has been reserved for you, and a shorter notice is not enough time to find a reservation to fill that unit.
- Owners may reschedule their Villas seven day or split-week reservation one time with no penalty or fee. Additional rescheduling will be charged a \$50.00 rescheduling fee each time.
- Make your reservations with Villas or your exchange company as early as possible. This greatly expands your choices.
- You must first receive a confirmed reservation from the Owner Services Department before you can:
 - A. Use your vacation time.
 - B. Allow another party to use your vacation time.
 - C. Deposit your vacation time with your exchange company.
 - D. Rent your vacation time to others.
- **If you fail to reserve a floating reservation in any vacation ownership year, you are not relieved from your maintenance fees even though you have lost that year's vacation time.**
- Your check-in/check-out dates can vary in outside resorts and within Villas. Whether you use a full seven-day vacation or the Villas at the Flying L "split week usage," occupancy begins at 4:00 p.m. on the first day of your vacation, and check-out is 10:00 a.m. on the last day of your vacation.
- For Split Usage, an additional cleaning fee will be applied. See page 3. Daily cleaning service is available for a fee.

General Occupancy Information

1. Check-In and Check-Out Time

Check-In time shall be 4:00 p.m. on the first day of an Owner's or Unit Occupant's Vacation Week or Split Vacation Period. All Owners and Unit Occupants shall vacate and remove all personal belongings from their Units no later than 10:00 a.m. ("Check-Out time") on the last day of their Vacation Week(s) or Split Vacation Period; provided, however, that the Board, in its discretion, may change the designated Check-In Time and Check-Out Time, without the need to amend the Declaration, through an appropriate amendment to the Rules and Regulations. The six (6) hour period between Check-Out Time and Check-In Time is reserved exclusively as a Maintenance Period to permit the routine cleaning and maintenance of Units by the Owners Association. However, an Owner or Unit Occupant who has reserved or is otherwise entitled to consecutive Vacation Weeks or Split Vacation Periods in the same Unit shall not be required to vacate his Unit during the period of time between such Check-Out and Check-In times. In the event an Owner or Unit Occupant fails to vacate his Unit at the prescribed time, the Manager shall take such prompt action as may be necessary to remove such Owner or Unit Occupant, together with the personal belongings thereof, from the Unit wrongfully occupied. In addition, such Owner will be responsible for whatever costs and expenses are incurred by the Manager and/or the Owners' Association in connection with such wrongful occupancy as described in the Declaration. Neither the Owners Association, the Board, nor the Manager shall be liable nor responsible in any manner whatsoever for the value of any personal effects left in a Unit or elsewhere in or about the Project at the end of a Vacation Week(s) or Split Vacation Period(s). All such personal effects shall be considered abandoned and may be sold or otherwise disposed of by the Manager.

2. Inventory of Common Furnishings

Upon Check-In at the Project, each Owner or Unit Occupant will be given an inventory schedule which lists all of the furniture and furnishings which should be contained within the Owner's or Unit Occupant's Unit. Each Owner or Unit Occupant should inspect his Unit carefully and promptly report to the Manager any discrepancies between the inventory schedule and such items as are contained within the Unit, together with the condition thereof. If an Owner or Unit Occupant fails to report any such discrepancy and a particular item is found to be damaged (beyond normal wear and tear) or missing immediately following the termination of such Owner's or Unit Occupant's Vacation Week or Split Vacation Period, such Owner or Unit Occupant shall be charged for the cost of repairing or replacing such item.

3. Maid Service (Housekeeping)

Maid service will be provided before check-in to ensure that each Unit is clean and neat at the start of an Owners or Unit Occupant's Vacation Period. There is no cleaning provided during the stay.

- If an Owner or Unit Occupant wishes to have cleaning service during their stay, they may contact the Front Desk to schedule cleaning service for a fee. There is a Fee Schedule available at the Front Desk.
- Under ordinary circumstances, there is no separate charge for maid service for the first stay of a split Vacation Period, but there will be a \$75.00 additional fee for the second split of the seven-day Vacation Period.
- If an Owner or Unit Occupant causes additional cleaning or maid service to be required over and above that which would ordinarily be provided, then such Owner or Unit Occupant will be charged for such additional service.

4. Guests and Tenants

Villas Owners should notify the Manager in writing or by phone of the arrival and departure dates for any guests or tenants authorized to use such Villas Owner's Unit during his Vacation Week or Split Vacation Period. Upon Check-In at the Project, the guests or tenants of a Villas Owner shall present identification in a form acceptable to the Manager to enter and use such Owner's Unit for the Vacation Week(s) or Split Vacation Period(s) in question. The Management, in its discretion, may decline access to such Unit in the event such identification is not provided. A valid credit card must also be kept on file for incidentals.

5. Keys

Each Owner and Unit Occupant shall return to the Manager upon check-out all keys to his Unit. Owners and Unit Occupants shall be responsible for all lost keys (fee for lost keys: \$50.00 for one lock door / \$100 for two

lock doors). Owner or Unit Occupant shall not alter any lock or install a new lock on the door of any Unit or Common Element within the Project.

6. Rental of Vacation Weeks; Guests

An Owner may rent or lend his Vacation Week(s) or Split Vacation Period(s) to others and may invite guests to share occupancy of his Unit, provided that the maximum occupancy limit for such Unit is not exceeded. **Maximum Occupancy is 4 persons in Golf Suites, Ranch Suites, and Water Park B-Side Suites. Maximum Occupancy is 6 persons in Water Park A-Side Suites.** Owners are responsible for the conduct of members of their families, their guests, tenants, invitees, and licensees, and for all financial obligations incurred by such persons at the Project.

7. Emergencies

In case of an emergency originating in or threatening the condition of any Unit, Common Element or Common Furnishing, or the health or safety of any person, the Board, through an authorized representative thereof, including but not limited to the Manager, shall have the right to enter any Unit for the purpose of remedying or abating such emergency. In order to facilitate such right of entry, the Board and the Manager may retain a pass key to each Unit within the Project.

General Use Restrictions

1. Personal Property

Except in areas which may be designated for such purpose by the Board or the Manager, the personal property of all Owners and Unit Occupants shall be restored within their Units. The Manager shall not be responsible for any belongings left by an Owner, members of his family, or his guests, tenants, invitees, or licensees at the expiration of his Vacation Week(s) or Split Vacation Period(s).

2. Obstruction of Common Elements

There shall be no obstruction of, nor shall anything be stored in, the Common Elements without the prior written consent of the Board or the Manager. No garbage cans, supplies or other articles of any kind shall be placed on the patios, decks, balconies, or entry ways, nor shall any linens, cloths, clothing, curtains, rugs, mops, laundry or other articles be shaken or hung from any windows, doors, patios, decks, balconies or entry ways, or be exposed in any part of Common Elements. The Common Elements shall be kept free and clear of refuse, debris, and other unsightly material. No fire exits shall be obstructed.

3. Exterior Surfaces of Buildings

No sign, advertisement, notice, other writing, awning, canopy, shutter, screen, radio or television antenna, or other object shall be displayed from, affixed to, or placed upon the exterior walls, windows (both exterior and interior), doors or roofs of the Units or from, to or upon any of the Common Elements without the prior written consent of the Board or the Manager; provided, however, that Developer shall have such rights with respect thereto as are granted by the Declaration. The exterior of the Units and Common Elements shall not be painted, decorated or in any manner modified without the prior written consent of the Board or the Manager, which consent may be withheld on purely aesthetic grounds, in the Board's or the Manager's sole discretion; however, that Developer shall have such rights with respect thereto as are granted by the Declaration.

4. Storage in Common Elements

No Villas Owner or Unit Occupant shall place or store baby carriages, playpens, wagons, toys, or furniture on any part of the Common Elements, except in those areas, if any, which may expressly be provided for such purpose. No Owner shall store or leave any boots, trailers, bicycles, mobile homes, or other recreational vehicles anywhere within the Project, except in such areas, if any, as may specifically be designated for such items and as expressly approved in advance by the Manager or the Owners Association.

5. Prohibited Activities

A. No industry business, trade, occupation, or profession of any kind, commercial, religious, educational, or otherwise, shall be conducted, maintained or permitted within the Project, other than those conducted by Developer or otherwise expressly permitted by the Project instruments, as the same may be amended from time to time. Absolutely no solicitation shall be permitted at the Project, unless specifically authorized in writing by the Owners Association or the Manager, except for solicitation by the Developer in connection with its marketing of Villas interest.

B. No Owner or Unit Occupant shall allow anything whatsoever to fall from the windows, patios, decks, balconies, entry ways or doors of the Project, nor shall he sweep or throw from his Unit any dirt or other substance outside of his Unit or in the Common Elements of the Project.

C. No Owner or Unit Occupant shall direct, supervise or in any manner attempt to assert control over the employees or other agents of the Manager or the Association.

D. No Owner or Unit Occupant shall make or permit any disturbing noises or offensive odors by himself, members of his family, his guests, tenants, invitees, or licensees, nor do or permit anything by such persons that will interfere with the rights, comfort or convenience of the other Owners and Unit Occupants. No Owner or Unit Occupant shall play upon or allow to be played upon any musical instrument, or operate or allow to be operated a stereo, television, radio, or sound amplifier in his Unit in such manner as to disturb or annoy other Owners or Unit Occupants. All Unit Occupants shall lower the volume as to the foregoing items from 10:00 p.m. to 8:00 a.m. The Board of Directors shall have the right to abate all nuisances in or about the Project.

E. No radio, television installation or other wiring shall be made without the prior written consent of the Board or the Manager.

F. No personal barbecue grills of any type may be used on balconies, within Units or on the Common Elements except in areas specifically designated for such use, if any. Contact the Front Desk to inquire location of public park grills. Large grills are also available for daily rentals.

G. No flammable, combustible, explosive or otherwise dangerous fluid, chemical or other substance shall be kept in any Unit, except such as are required for normal household use.

H. Water shall not be left running for any unreasonable or unnecessary length of time.

6. Disposal of Refuse

Refuse and bagged garbage shall be deposited only in such areas as are expressly provided, therefore.

7. Conduct of Unit Occupants

Owners and Unit Occupants shall be responsible for the conduct of members of their families, their guests, tenants, invitees, and licensees. Owners and Unit Occupants shall ensure that such persons' behavior is neither offensive to any Owner or Unit Occupant nor damaging to any Unit in portion of the Common Elements or Common Furnishings.

8. Complaints; Violations

Complaints regarding the operation and maintenance of the Project and violations of these Rules and Regulations should be made or reported, in writing, to the Manager or the Board.

9. Occupancy Limits

Maximum Occupancy is 4 persons in Golf Suites, Ranch Suites, and Water Park B-Side Suites. Maximum Occupancy is 6 persons in Water Park A-Side Suites.

10. Pet Policy

We typically cannot have pets in any of the Villas at Flying L due to the carpet and other potential guest allergies. ALL pets must get approval in advance by emailing timeshare@flyingl.com with pet breed and age. If your pet is approved, they may not be left alone in the room, not be a disturbance to other guests, all waste must be immediately picked up outside, and must be fully potty-trained (no pee pads). Pets are not allowed on the furniture. Pet fees: a refundable \$200 pet deposit based on inspection of unit after departure; nonrefundable \$20+tax pet fee per day/per pet. A Pet Agreement must also be signed at arrival. Service dogs are allowed with prior arrangement and approval with no fees.

11. Parking

The parking areas at the Project shall be used in accordance with such regulations pertaining thereto as shall be adopted from time to time by the Board. No vehicle belonging to any Owner or Unit Occupant shall be parked in any unauthorized area or in such manner as to impede or prevent access to another Owner's Unit,

Occupant's parking space or any fire lane. Vehicles improperly parked are subject to being towed away at the applicable Owner's or Unit Occupant's sole expense. No repairs to vehicles shall occur within the Project.

12. Recreational Facilities

Rules governing the use of the recreational facilities at the Project may be adopted by the Villas Property Owners Association. The Rules and Regulations are subject to change at the discretion of the Villas Property Owners Association.

13. Exchanges

Persons entitled to use and occupancy of a Unit pursuant to an approved reciprocal exchange program or through any other means shall comply fully with these Rule and Regulations, as amended from time to time.

Miscellaneous

1. Additional Rules and Regulations; Amendments

The Board reserves the right to promulgate from time to time such additional Rules and Regulations and /or to amend these rules and Regulations as may be deemed necessary desirable, in the Board's sole discretion, without the consent of the Owners Association or its members.

2. Attorney's Fees

The Owners Association shall be entitled to recover its reasonable attorney's fees and other costs incurred in the event it prevails in any legal action or proceeding brought against an Owner or Unit Occupant to enforce these Rules and Regulations.

3. Inspection of Owners Association Records

Upon written request of an Owner, the Management Company will make available for examination at its registered office or principal place of business and at any reasonable time or times, the relevant books and records relating to the collection and expenditure of annual assessments.

**At the Villas at Flying L we are committed to providing
the best vacation planning for you.**

We appreciate your business!

Owner Services Department

830-796-9025

timeshare@flyingl.com



