

WINTER 2008

SPECIAL
POINTS OF
INTEREST

- CORPORATE OFFICE RELOCATION
- ANNUAL DEPOSIT DEADLINE ISSUES
- NEW PHONE SYSTEM
- SPRING & SUMMER IN AUSTRIA
- UPGRADES AT THE RESORTS
- NEW RESORT RECOGNITION PROGRAM
- DEALING WITH TRAVEL DELAYS
- CONTEST



CORPORATE OFFICE RELOCATION

Our corporate office move to our new “home” is complete, and we are thrilled with our new location. There were a few bumps in the road in the transition, and we apologize for any frustrations you may have had trying to reach us via phone in September. As a courtesy, the annual September 15 deadline for depositing weeks was extended and deposits were accepted through October 1.

We’re in the customer service business, and always enjoy

speaking with our members on the phone or corresponding through e-mail, but we would be overjoyed to see you in person. We would welcome the chance to see your smiling face, and for you to see ours, and to hear your vacation stories firsthand.

For those of you that live in Chicagoland, you’ll find that our new office is easily accessible from most any direction as we are very close to I-88, I-294, and I-355.

Our address is:
*Two TransAm Plaza
Suite 300
Oakbrook Terrace, IL 60181*

Alpenland members may reach us by phone locally by calling (630) 396-2783, or call us toll free at (866) 625-6548 if you live outside of Illinois.

Local American Resorts International’s Holiday Network members may call (630) 396-2785, or toll free at (866) 625-6388 outside Illinois.



ANNUAL DEPOSIT DEADLINE ISSUES

Once again, we've weathered through another storm of folks waiting until just before the annual deadline to deposit their weeks. And, once again, we received a record number of phone calls and e-mails requesting weeks to be banked with Interval International. As a result of this high volume so close to the deadline, we get backed up with orders and it takes much longer to get weeks assigned.

Typically, there are two causes for longer than normal delays:

1. Too many members are waiting until August and September to get their weeks deposited.
2. Interval International (I.I.) can only

guarantee a finite number of units deposited from any given week. Once that level has

been reached, depositing weeks is performed manually as I.I. uses up Alpenland inventory.

Plan ahead for 2008 and please do not hesitate to give us a call with any questions you have about depositing your vacation week(s).

Call early. The only thing you have to know is whether or not you are going to Austria. If you are not, deposit your week.

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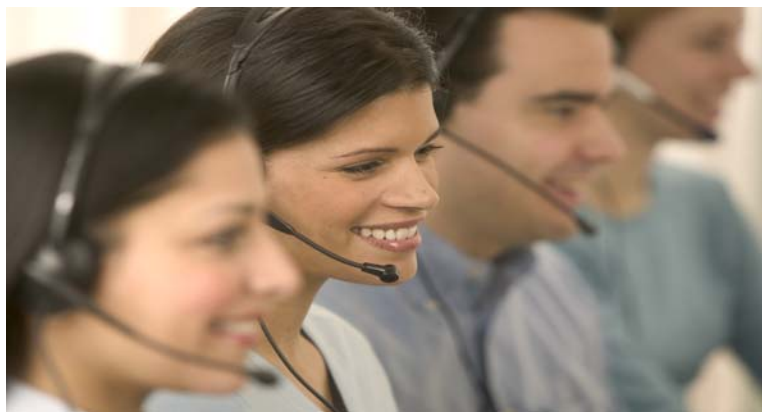
NEW PHONE SYSTEM RESULTS IN SHORTER HOLD TIMES

You may notice a positive difference when you call our office now that we have moved to Oakbrook Terrace.

Primarily, there are no more extensions to dial to reach a service representative. This actually reduces hold times and promotes more consistency in serving our members. We found that having extensions allowed some members to circumvent being on hold while others sat waiting, often for extended periods of time. That is why hold times could be posted to be 4 minutes

long, but actually increased while you were waiting. Secondly, now that any representative can speak with you, greater consistency in customer service can be achieved. Notes are shared and more team work is employed.

In the event you absolutely need to speak to a specific service representative, you may request to do so. Just ask the operator to transfer you and, providing that person is available, you will be transferred immediately.



DEALING WITH TRAVEL DELAYS

Last year we discussed ways to circumvent travel delays. However, despite careful planning and checking on your flight status, some last minute delays are unavoidable due to unpredictable mechanical and weather issues. Unexpected delays can be frustrating and expensive, so now we'll talk about how to prepare for and deal with unanticipated delays in the airport terminal or on the tarmac.

Exercise -

Once you get on the plane you will be sitting down for a long time, so make use of this time to stretch your legs. Always wear comfortable shoes. This is an especially good plan if you have young children of walking age . . . tire them out now and maybe you'll get a nap out of them once you are airborne. Some airports even have indoor playgrounds for the kids. For grown-ups, check out the website www.airportgyms.com before you leave home. This site will quickly let you know where to find a nearby gym. It smartly includes valuable info like hours, distance from airport, how much a day pass costs and whether it sells fitness wear, just in case you've forgotten your running shorts.

Eat & Drink -

Making sure you and your family are well-fed and your thirst is quenched will help with everything from dehydration to boredom. However, buying

refreshments at the terminal can be quite expensive. Plan ahead and bring sandwiches, snacks and drinks with the sport-top nozzles to prevent spills. If you are traveling with your kids, bring a variety of both favorite snacks and treats they've never had before. If you have the time and want to spend the money, the variety of restaurants at airport terminals can be outstanding, ranging from fast food to fine dining. Indulge and enjoy.

Keeping Busy -

Items you would have brought on board the plane to keep busy may quickly be used up or yield boredom if you're dealing with a lengthy travel delay. As your packing your carry-on bag, double the amount of items you were bringing to keep the minds (and mouths) of you and your family busy. If you aren't delayed on the front end, it may happen on the back end. Paperback books, crossword or word search puzzles, magazines, handheld electronic games (available for a wide range of ages), and small toys will all come in handy. For kids, again the best preparation is to bring favorite toys and games plus some new surprises. If your budget allows, taking the kids to a concessionaire to pick out something new will take up time waiting at the terminal and light up their faces.

Pamper Yourself -

Located right in the terminal for easy access, many airports have or are soon opening spas where you can pass your wait-time pleasantly with a back and shoulder massage, manicure, pedicure or other soothing services.



Compensation for your Time -

A flight can be delayed for any number of reasons, including weather or mechanical problems. In most cases, the delay does not cause any hardship, just frustration. However, there are times when the delays can lead to missed connections, unexpected overnight stays in the airport, or other significant inconveniences. Airlines that fly in the U.S. are not legally obligated to provide any compensation for a delayed passenger. They are however, required to compensate passengers who have a reservation but are denied boarding, also known as getting bumped from the flight.

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DEALING WITH TRAVEL DELAYS (continued)

Keep in mind that each airline may have a delayed or cancelled policy, and those policies may include compensations such as meals, hotel rooms, or phone calls. The airline may also arrange an alternate flight on another aircraft on either the same airline or with a different airline. Before you travel, you may want to review the airline's policies to see what compensation may be offered in the event of a delay or a cancellation. Unlike the U.S., the European Union does provide for compensation for flight delays and cancellations. In most, but not all, cases involving a delay or cancellation of a flight, a passenger is entitled to compensation. Policies vary, so check with your policy for compensating passengers whose flights are airline or agent with respect to your specific situation.

Emergency Information -

If you are traveling with children, make certain that your child's name, your name, your flight information and your cellular number are tucked in your kid's pocket. Terminals are large, busy and confusing and flight delays add stress to any situation. If an older child is traveling alone, be certain that someone is available to be reached by phone from the moment you drop your child off until they have safely arrived at their destination. Even though most airlines will not permit unaccompanied minors to be booked on the last flight of the day to a destination, always make sure not to book that last flight of the day. When available, non-stop flights are always the best option for children traveling alone. The website <http://www.airsafe.com/kidsafe/kidrules.htm> is a good source for information.

Check with your Gate Agent –

Changes and the flow of information can happen both very slowly or very quickly. Check back with the airline representative at the gate periodically for status updates.

Make a Love Connection –

Airport lounges are great places for singles to meet, but always use extra caution and limit your alcohol consumption for a variety of obvious reasons. According to a recent study, the 10 best airports for making a love connection are: Philadelphia, Newark International Airport, Kennedy International Airport, Washington Dulles International Airport, LaGuardia Airport, Port Columbus International Airport in Columbus, Ohio, Detroit Metro Airport, Logan International Airport in Boston, Dallas-Ft. Worth International Airport and San Francisco International Airport.

THERE'S STILL TIME TO BOOK FOR NEXT SPRING

If you are looking to visit Austria in 2008, there is still limited space available this spring and summer. If you are looking for suggestions of places and sites to see, check out these links.

<http://www.ddavid.com/alongdesire/germany1.htm>

<http://www.weissesroessl.at/en-webcam.shtml>

<http://www.salzkammergut.at>

<http://www.neuschwanstein.de/english/index.htm>

<http://www.ddavid.com/alongdesire/germany1.htm>

Spring and summer are beautiful times of year to visit Austria. Give us a call to book your reservation or gain some insight from our experienced travel representatives.

NEW RESORT RECOGNITION PROGRAM AT INTERVAL INTERNATIONAL

Interval International (I.I.) is changing its recognition program, and will no longer do ratings such as “five stars”. There was confusion as to the definition and standards for five stars in both the hotel world and within I.I. In 2008, you will see two new classifications that better clarify the quality of a given resort within I.I.’s directory.



“Select” resorts will be represented by a pineapple symbolizing hospitality, welcome, friendliness and warmth. The “Premier” classification is I.I.’s highest level, and these resorts will be identified by a laurel leaf, a symbol of distinction, high standards and status. We are proud to announce that Alpenland Maria Alm earned the status as one of I.I.’s “Select” resorts, and Alpenland St. Johann achieved the prestigious “Premier” status. A letter was sent to all I.I. members explaining this new recognition program and the removal of the five star logos.

UPGRADES AT THE RESORTS

In St. Johann, Alpenland’s main hallway off the reception area was upgraded and the balconies on south side were refinished. The reception lobby and hallway at Maria Alm have also been beautifully renovated.



CONTACT INFORMATION:

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St Johann Alpenland:

Toll free: 866-625-6548

Local: 630-396-2783

A.R.I.'s Holiday Network:

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Local: 630-396-2785

Mailing Address:

A.R.I. Holiday Network, Ltd.

2 TransAm Plaza Drive, Suite 300

Oakbrook Terrace, IL 60181

Email: memberservices@resortintervals.com

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