



MINIMUM QUALITY STANDARDS

for Affiliated Resorts



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INTRODUCTION AND INSTRUCTION

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To ensure compliance with minimum quality standards that RCI exchange guests and owners expect, this document has been prepared to assist resort affiliates. This document specifically addresses accommodations, unit and resort amenities, and public-facing spaces.

The key to RCI’s system wide quality is consistency. The primary purpose of this manual is as a reference tool to describe in detail those standards to be achieved and maintained by Resorts. All Resort owners and operators are expected to work diligently to assure that the quality, condition and level of facilities and services at their Resorts are consistently maintained in accordance with these Standards of Operation as established from time to time by RCI.

You have full and complete control over and responsibility for your contracts, operations, management, labor relations and employment practices. In addition to complying with your obligations under your affiliation agreement, it is your obligation to ensure that you operate the Resort in compliance with all applicable local, state, provincial and national laws, regulations and codes. In the event of any inconsistency between the standards in this manual and applicable law, applicable law shall govern. RCI has prepared this document for guidance for the Resort Affiliate only and assumes no obligation or duty for the operations of the Resort or guests or employees of the Resort.

Unit Interior

Criteria for Living Room/Dining Room

WINDOWS/WINDOW TREATMENTS

Window treatments shall be free of dust, mildew, stains and/or discolorations.

Window glass shall be free of dirt, fingerprints, smudges, cobwebs, dead insects and/or smears. Sills shall be free of dust, bugs, mildew, or other particles.

Windows shall be fully operational and as such, the following are not acceptable:

- Non stationary windows that will not open.
- Bent window frames.
- Cracked or broken glass.
- Torn screens.
- Damaged window treatments.

WALLS/WALLCOVERINGS

No marks, dirt, dust, stains and/or discolorations or other particles on walls.

Walls do not have visible holes, dents and/or other defects; paint is uniform.

Wall covering is not damaged, torn, curled, stained or pulled away.

CEILING/VENTS/HVAC

Ceiling is free of dirt, dust, cobwebs or stains. Register vents/HVAC systems are free of dust, dirt, cobwebs, and stains and are of uniform color and not peeling paint.

Ceiling does not have holes and is in otherwise good condition. Vents/HVAC system shall be fully operational and as such, the following are not acceptable:

- HVAC without inside unit controls.
- HVAC that does not heat and cool.

DOORS/LOCKS/FRAMES

No fingerprints or accumulated dirt, dust, rust or stains. Free of cobwebs; no dirt between connecting doors.

Doors shall hang in frames and keepers are flush with locks. Hinges oiled as needed. Weather stripping is adhered and not

pulling away. Locks shall be fully operational and as such, the following are not acceptable:

- Locks that will not lock.
- Doors that will not close.

SLIDING DOORS/TRACKS

Interior and exterior free of dust, fingerprints, smears, etc. Tracks free of dust, trash, bugs. No mildew. Applies to all glass, wood, metal and plastic areas.

Sliding doors are fully operational and as such, the following are not acceptable:

- Broken or cracked glass.
- Torn screens.
- Doors that do not lock.

DECK/BALCONY/FURNITURE

Deck is free of trash and debris. Deck furniture is clean and free of mildew.

FIREPLACE/FIREPLACE TOOLS

Inside the firebox and hearth are free of ashes, trash, unburned wood and other material. Fireplace tools shall be clean and dust free.

If featured as an amenity, the fireplace operates as a working fireplace.

LAMPS/SHADES/FIXTURES/BULBS

Free of dust and cobwebs including bulb, base, and shade. If ceiling fan, slats are free of dust and cobwebs. Shades are straight with seam turned from view.

All lamps and fixtures shall be fully operational and as such, the following are not acceptable:

- Bulbs that are burnt out.
- Lights that do not turn on/off.

Criteria for Living Room/Dining Room (cont.)

CARPET/FLOOR COVERING

Vacuumed and free of any dirt, trash, food and other particles, including areas by draperies, under furniture, etc.

Carpet is free of stains, tears, wear spots and/or holes. No area needs to be re-tacked, stretched, or repaired.

SOFA/CHAIR

No stains, food or other particles on surface, under cushions, or in sleeper.

No rips, tears, or burns in fabric.

COFFEE/END TABLES

Tabletops clean to touch and eye. No dust or residue on surface; not sticky.

Legs and bases are clean; no dust or cobwebs.

Tables in good condition; no nicks or water damage to surface.

DINING TABLE/CHAIRS/BARSTOOLS

Table is free of debris; not sticky or dusty. Legs and base free of dust or cobwebs. Chairs and barstools are free of debris.

No food or other particles on cushions. Dining table, chairs, and barstools are fully operational and as such, the following are not acceptable:

- Cracks in wood.
- Loose seams or frayed fabric on chairs.

PICTURES/MIRRORS/ACCESSORIES

Pictures and mirrors are free of dust on frames and glass is clean with no smudges. All accessories are free of dust and debris.

All pictures and accessories are not cracked or broken and match the décor within the room.

TELEVISION/STEREO

Television is free of dust and debris. No smudges or fingerprints on screen.

Television/stereo is fully operational and as such, the following are not acceptable:

- Remote controls that do not work (change channels, volume etc.).
- Static on one or more stations.



Criteria for Kitchen

SINK/CHROME/DISPOSAL

No items left in sink, no soap buildup, dust, stains or food particles. Chrome is shiny; no dirt or food particles. Disposal is free of debris and odor free.

Sink drains properly and faucets work; no leaks or drips. Disposal shall be fully operational and as such, the following are not acceptable:

- Disposal that will not grind food.
- Obstructions in disposal.

STOVE/BURNERS/VENT/HOOD

No grease, food, or dust on top of stove, on burners, on vent, or hood. Vent is free of grease and filter is free of debris. No dents and/or rust.

All burners/fan/light fixtures shall be fully operational and as such, the following are not acceptable:

- Burners that will not heat up.
- Fan and lights that will not turn on.

OVEN/MICROWAVE

Oven and racks are free of dust, food, grease and fingerprints. Cleaning coils on selfcleaning ovens are not frayed or torn. No dents and/or rust.

Oven/microwave shall be fully operational and as such, the following are not acceptable:

- Oven that does not heat up.
- Microwave that does not cook.

REFRIGERATOR/ICE MAKER/TRAYS

Refrigerator is free of dust, grease, etc. including butter dish, shelves, crispers, door, grill at base, top, and freezer area. Refrigerator is odor free. No condensation, dents or rust.

Refrigerator and ice maker are fully operational and as such, the following are not acceptable:

- Refrigerator that will not cool or freeze.
- Ice maker that will not make ice.

DISHWASHER

Dishwasher is free of debris and dust inside and out, especially around door.

All dishes are removed from dishwasher. Flatware tray and rollers in place.

Jets are free of debris and unobstructed. Door closes and has no dents or rust.

Dishwasher is fully operational and as such, the following are not acceptable:

- Dishwasher that does not clean dishes.
- Dishwasher with door that will not close.

COUNTERS/CABINETS/DRAWERS

Surfaces are free of dust and debris, not sticky; no food particles or stains. No items left in cabinets by guests.

Handles, drawers, shelves, and door hinges are tight and in place. All countertops are free of deep stains, nicks, and blemishes.

FLOOR/CEILING/FIXTURES

Floor is mopped; free of dirt, dust and other items including corners and under cabinets.

If tile, grout not mildewed; no tile missing or loose; should create a uniform and neat appearance. If vinyl, no loose edges.

Electrical switch plates are free of dust and debris and free of fingerprints or smudges.

Surfaces are not cracked, stained, burned or missing pieces.

Light fixtures shall be fully operational and as such, the following are not acceptable:

- Bulbs that are burnt out.
- Lights that do not turn on/off.

WALLS/WALLCOVERINGS

No marks, dirt, dust, stains and/or discolorations or other particles on walls.

Walls do not have visible holes, dents and/or other defects; paint is uniform.

Wall covering is not damaged, torn, curled, stained or pulled away.



Criteria for Kitchen (cont.)

WINDOWS/WINDOW TREATMENTS

Window treatments shall be free of dust, mildew, stains and/or discolorations.

Window glass shall be free of dirt, fingerprints, smudges, cobwebs, dead insects and/or smears. Sills shall be free of dust, bugs, mildew or other particles.

Windows shall be fully operational and as such, the following are not acceptable:

- Non stationary windows that will not open.
- Bent window frames.
- Cracked or broken glass.
- Torn screens.
- Damaged window treatments.

TRASH CAN/COMPACTOR

Trash can and compactor are free of debris and odor inside and out. No items left inside. Door is not chipped or rusted.

Compactor is fully operational and as such, the following are not acceptable:

- Trash compactor that does not compact trash.
- Trash compactor that is obstructed with debris.

WASHER/DRYER

No powder buildup in washer. Lint filter shall be free of lint. No dents and/or rust. No items left by guest.

Washer/dryer are fully operational and as such, the following are not acceptable:

- Washer that does not wash clothes.
- Dryer that does not dry clothes.

SMALL APPLIANCES

No dust, food particles or fingerprints.

All appliances are fully operational and as such, the following are not acceptable:

- Coffee maker that does not brew coffee.
- Blender that does not blend food.
- Can opener that does not open cans.

DISHES/KITCHENWARE

All dishes, flatware, cookware, glasses, and utensils are free of food particles, film or rust.

Criteria for Bedroom

BEDSPREAD/LINENS

Proper size for beds (i.e. king size sheets for king size bed); no stains or spots; no loose seams, threads, or tears. No discoloration of fabric.

HEADBOARDS/DRESSER/NIGHTSTANDS

Free of any dust and dirt. Drawers are free of dust inside. No items left by guest.

No stains, water marks, burns, etc. on furnishings. Drawers shall be fully operational and as such, the following are not acceptable:

- Drawers that do not open.
- Drawers that do not close.

CARPET/FLOOR COVERING

Vacuumed and free of any dirt, trash, food and other particles, including areas by draperies, under furniture, etc.

Carpet is free of stains, tears, wear spots and/or holes. No area needs to be re-tacked, stretched or repaired.

PICTURES/MIRRORS/ACCESSORIES

Pictures and mirrors are free of dust on frames and glass is clean with no smudges. All accessories are free of dust and debris.

All pictures and accessories are not cracked or broken and match the décor within the room.

LAMPS/SHADES/FIXTURES/BULBS

Free of dust and cobwebs including bulb, base, and shade. If ceiling fan, slats are free of dust and cobwebs. Shades are straight with seam turned from view.

All lamps and fixtures shall be fully operational and as such, the following are not acceptable:

- Bulbs that are burnt out.
- Lights that do not turn on/off.

CHAIRS/TABLES

No food or other particles on surface or under chair cushions. No dust or cobwebs on table legs or bases. No stains on upholstery.

All chairs and tables shall be fully operational and as such, the following are not acceptable:

- Cracks in wood.
- Loose seams or frayed fabric on chairs.

CLOSET

Floor free of any items; shelves free of dust. No items left by guest.

WALLS/WALLCOVERINGS

No marks, dirt, dust, stains and/or discolorations or other particles on walls.

Walls do not have visible holes, dents and/or other defects; paint is uniform.

Wallcoverings are not damaged, torn, curled, stained or pulled away.

CEILING/VENT

Ceiling/vents are free of dust, cobwebs and stains. No peeling paint or stains.

WINDOWS/WINDOW TREATMENTS

Window treatments shall be free of dust, mildew, stains and/or discolorations.

Window glass shall be free of dirt, fingerprints, smudges, cobwebs, dead insects and/or smears. Sills shall be free of dust, bugs, mildew or other particles.

Windows shall be fully operational and as such, the following are not acceptable:

- Non stationary windows that will not open.
- Bent window frames.
- Cracked or broken glass.
- Torn screens.
- Damaged window treatments.



Criteria for Bedroom (cont.)

DOORS/LOCKS/FRAMES

No fingerprints or accumulated dirt, dust, rust or stains. Free of cobwebs; no dirt between connecting doors. Hinges oiled as needed. Weather stripping is adhered and not pulling away.

Doors shall hang in frames and keepers are flush with locks. Locks shall be fully operational and as such, the following are not acceptable:

- Locks that will not lock.
- Doors that will not close.

TELEVISION/STEREO

Television is free of dust and debris. No smudges or fingerprints on screen.

Television/stereo is fully operational and as such, the following are not acceptable:

- Remote controls that do not work (change channels, volume, etc.).
- Static on one or more stations.

Criteria for Bathroom

SINK/CHROME/FAUCETS

No stains, dust, hair, soap, cleanser or film buildup. Chrome is shiny and unspotted.

Sink and faucets shall be fully operational and as such, the following are not acceptable:

- Faucet flows without hot and cold water.
- Sink does not drain within seconds.

COUNTER/CABINETS/DRAWERS

Surfaces are free of dust and debris, not sticky; no food particles or stains. No items left in cabinets by guests.

Handles, drawers, shelves, and door hinges are tight and in place. All countertops are free of deep stains, nicks, and blemishes.

MIRROR/MEDICINE CABINET

No fingerprints, streaks or smears. Medicine cabinet free of dirt and debris.

No accumulation of dust along top, shelves or front.

Mirror shall be free of tarnishes or other imperfections.

CEILING/LIGHT FIXTURES

No cobwebs or stains. Light fixtures and bulbs shall be free of dust with no bugs in fixture.

Surfaces are not cracked, stained, burned or missing pieces.

Light fixtures shall be fully operational and as such, the following are not acceptable:

- Burnt out bulbs.
- Lights that do not turn on.

VENT/HVAC/HEAT LAMP/HEATER

No marks, dirt, dust or other particles on walls including electric switch plates.

No wallpaper coming unglued or seams sticking up; no tears. No cracked plaster or holes in sheetrock.

Wall surfaces are not in need of painting.

WALLS/WALLCOVERINGS

No marks, dirt, dust, stains and/or discolorations or other particles on walls.

Walls do not have visible holes, dents and/or other defects; paint is uniform.

Wallcoverings are not damaged, torn, curled, stained or pulled away.

FLOOR

Floor is mopped; free of dirt, dust, hair, and other items including corners and under cabinets.

If tile, grout not mildewed; no tile missing or loose; creates a uniform and neat appearance.

TOILET/BASE

Surface/tank/lid/seat/bowl free of dirt, dust, soap film, hair and odors.

Toilet is fully operational and as such, the following are not acceptable:

- Toilet that does not flush.
- Toilet that continually runs.

BATHTUB/SHOWER/JACUZZI

No soap buildup, hair or other residue; no mildew in caulking or tile. Chrome shiny and unspotted. Caulking is not discolored and runs completely around tub and top of shower.

Bathtub/shower/jacuzzi is fully operational and as such, the following are not acceptable.

- Bathtub/shower/jacuzzi that will not drain.
- Shower with very little water pressure.
- Jacuzzi without water jets.



Criteria for Bathroom (cont.)

SHOWER CURTAIN/DOOR/ROD

No soap buildup or mildew. No mildew in caulking.

Curtain or door shall be fully operational and as such, the following are not acceptable:

- Sliding door off track.
- Rod misaligned.
- Curtains stained or torn.
- Door glass cracked or broken.

WINDOW/WINDOW TREATMENTS

Window treatments shall be free of dust, mildew, stains and/or discolorations.

Window glass shall be free of dirt, fingerprints, smudges, cobwebs, dead insects and/or smears.

Sills shall be free of dust, bugs, mildew or other particles.

Windows shall be fully operational and as such, the following are not acceptable:

- Windows that will not open.
- Bent window frames.
- Cracked or broken glass.
- Torn screens.
- Damaged window treatments.

TOWEL RACKS

Towel racks are dust free.

Racks are not bent or broken and firmly attached to the wall.

TOWELS/BATHMATS

All linens are free of stains or discoloration. Linens are not frayed or worn.

Resort Exterior/Common Areas

Criteria for Foyer/Entrance, Grounds, Front Desk Area

FOYER/ENTRANCE

Exterior of building is free of dirt or debris. No trash on grounds or around building. Doormat, if present, is free of dirt and not worn or frayed.

Exterior building is free of visible defects as such peeling paint or rust, etc. Landscaping and grounds are free of weeds, dead plant material and/or debris. Outside lighting shall illuminate parking areas, walkways, paths, signage and points of egress. Foyer is free of visible defects such as peeling paint or rust etc., dirt or debris. There are no cobwebs, dirt or mildew stains on the door or door frame. Floor is visibly free of dirt, debris or stains.

GROUND MAINTENANCE/LANDSCAPING

Roadside landscaping should be well manicured and maintained at all times. All landscaped areas should be free of trash including cigarette butts.

PARKING AREA

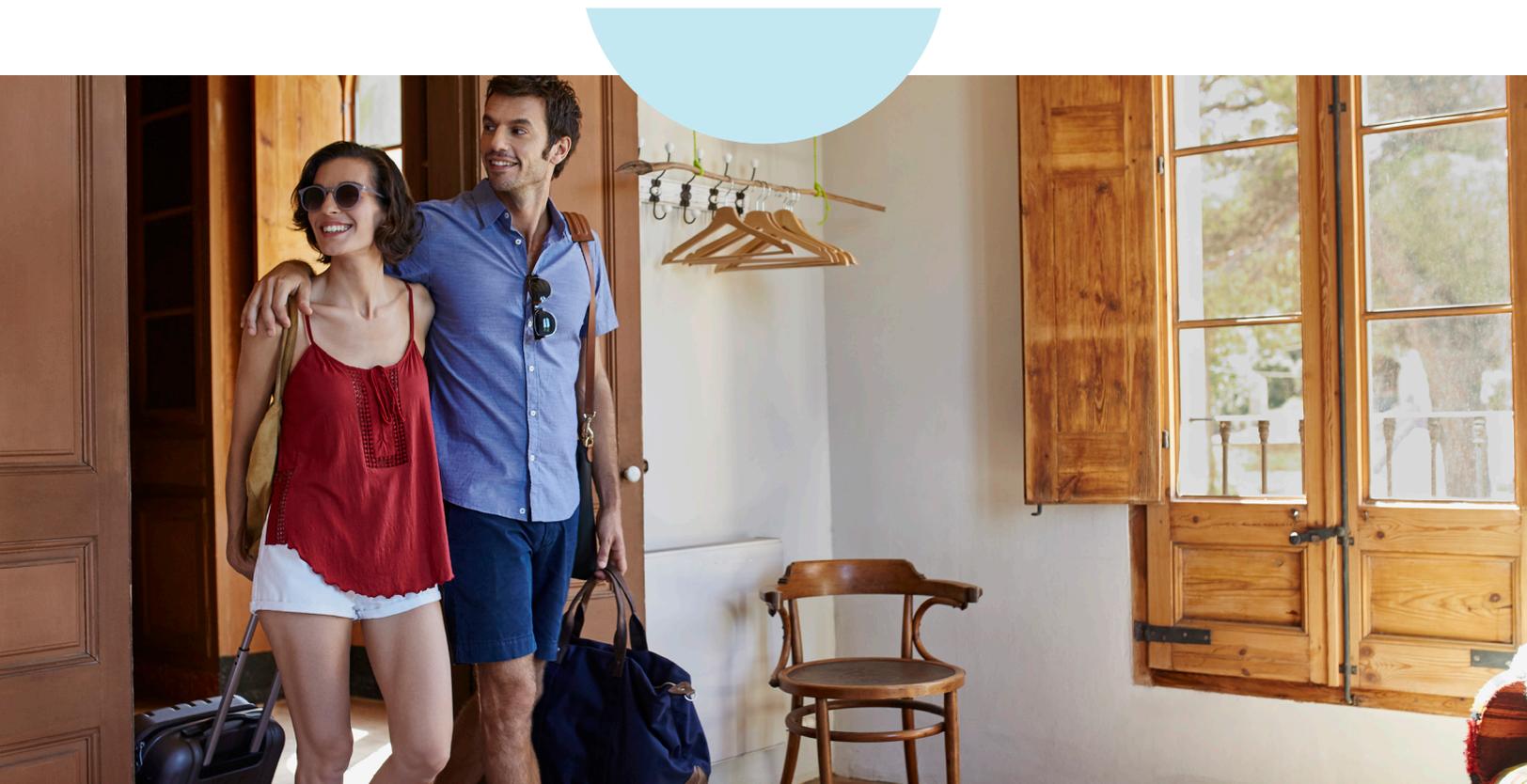
Parking lots should be illuminated at night with clearly marked spaces. There should be no trash or debris in parking area. Pavement or natural base should be in good condition, free of potholes.

LOBBY CHECK-IN AREA

The lobby and check-in area should be free of dirt and debris. Furniture should be free of tears, cracks, chips.

POOL/POOL FURNISHINGS/DECK AREA

All swimming pools should be operational meaning that they should be full of water and have a filtration system in place with no cracks or leaks. The concrete surface around the pool should have no visible cracks. The water should be free of bugs, leaves and debris. Pool furniture should be present and have no broken straps, bent frames or discolorations.





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