



## RCI GOLD CROWN RESORT

A select number of RCI resorts – judged by the most stringent standards in the industry – are recognized as RCI Gold Crown Resorts. These resorts have attained the highest level of excellence in resort accommodations and hospitality.

Each resort receiving the RCI Gold Crown Resort designation has met quality and service requirements based on both RCI Member Comment Card ratings and an evaluation of resort facilities, amenities and services.

Recipients of this award for superior quality and exceptional service have met standards in five RCI Member Comment Card categories and each resort facilities category in the evaluation. Performance in each of the comment card categories is compiled over a 12-month period. A minimum of 15 comment cards within the 12-month period is required for measurement. If less than 15 comment cards are received during the 12-month period, a measurement over 24 months will be taken. Resorts meeting these standards then undergo a facilities evaluation.

### RCI Member Comment Card Criteria

- Check-in/Check-out
- Hospitality
- Resort Maintenance
- Unit Maintenance
- Unit Housekeeping

### Resort Facilities Criteria

- Resort Amenities
- Guest Services
- Unit Amenities/Interiors
- Resort Maintenance



## RCI RESORT OF INTERNATIONAL DISTINCTION

Resorts that have achieved excellence in providing outstanding vacation experiences for RCI exchange guests receive the RCI Resort of International Distinction award. Each resort receiving this distinguished designation has met exacting quality and service standards. Selection is based on ratings from RCI Member Comment Cards submitted by members after their exchanges. Resorts receiving the RCI Resort of International Distinction award have demonstrated a consistent, impressive record of satisfying RCI guests and have met requirements in each of five categories of evaluation.

Performance data in each of these categories is compiled over a 12-month period for each affiliated resort to determine eligibility for this award. A minimum of 15 comment cards within the 12-month period is required for measurement. If less than 15 comment cards is received during the 12-month period, a measurement over 24 months will be taken.

### RCI Member Comment Card Criteria

- Check-in/Check-out
- Hospitality
- Resort Maintenance
- Unit Maintenance
- Unit Housekeeping



## RCI HOSPITALITY

Resorts that consistently deliver outstanding customer service and hospitality to exchange guests receive the RCI Hospitality award.

Resorts achieving this designation have received consistently high scores in the Check-in/Check-out and Hospitality categories. Resorts receiving RCI Gold Crown or RCI Resort of International Distinction are not eligible for this award. Performance data in the two categories is compiled over a 12-month period for each affiliated resort to determine eligibility for this award. A minimum of 15 comment cards within the 12-month period is required for measurement. If less than 15 comment cards is received during the 12-month period, a measurement over 24 months will be taken.

### RCI Member Comment Card Criteria

- Check-in/Check-out
- Hospitality