



Starting January 1st, 2017 Capistrano SurfSide Inn will be managed by Grand Pacific Resorts.

NEW CONTACT INFORMATION

Grand Pacific Vacation Services (888) 477-6967
Owner Reservations (800) 568-3515
Grand Pacific Resorts Website GrandPacificResorts.com

PHONE-IN RESERVATION INSTRUCTIONS

- Use Weeks may be reserved up to 1 year in advance.
- Calls will be accepted beginning Monday morning at 8:00 a.m. (PST) for a Sunday check-in. (Note: if Monday falls on a holiday, calls are accepted beginning Tuesday morning at 8:00 a.m.).
- Reservations are booked on a first requested first reserved basis.
- Assessments must be paid in full to book your week. If they are not paid, your reservation will be cancelled. However, prior to depositing your week for exchange, you must prepay all fees for the year you wish to deposit.
- Seven consecutive days must be scheduled Sunday-to-Sunday.
- Confirmations will be received via e-mail or mailed to your home address. Once you receive the confirmation please verify that all information is correct.
- Book as soon as possible, if you wait until the end of the calendar year there may not be any weeks left!

UNIT REQUESTS

Owners may request a specific room or floor 3 months prior to your arrival date by **calling the resort at (949) 240-7681 at 8:00 a.m.**— Example: you may call on 2/3 for a 5/3 arrival date. (If your reservation falls on a date such as the 31st, and the month that you are able to call in for your room assignment falls on a month that has only 30 days, room requests will be taken on the first of the following month.) Your room/floor request is a REQUEST - NOT a guarantee. Remember you purchased a season and unit type, not a specific room # or floor. **Room request hours are 8:00 a.m. to 8:00 p.m. 7 days a week.**

WHAT CAN I DO WITH MY WEEK?

The first step is always to book your week. Once you have a week booked you can decide what to do with it.

- **Come stay at your second home, Capistrano Surfside Inn.** Book your use week and mark your calendar for three months prior to your arrival so you can call the resort at 8:00 am to reserve your room. Only the person listed on the reservation can check in.
- **You can deposit your week with an exchange company** (GPX, Trading Places, RCI, II). Book your use week. Then call the exchange company of your choice and deposit your week for exchange. Once deposited with the exchange company you have two years from the arrival date of your reservation to use your banked week.
- **You can send a friend or family member to Capistrano Surfside Inn in your place.** Book your use week. Then fax or mail a letter to the resort with the names, phone number, and address of your guests and your signature. We will change the reservation to their name. Please send this note prior to the arrival date.
- **You can place your unit up for rent.** Grand Pacific Resorts provides a rental service as an owner benefit to those who do not plan on using/banking their use week. Rent it and you'll receive up to half of the proceeds. Just submit your information at GrandPacificResorts.com/Rent and they'll take care of the rest. If, for any reason, they're not able to rent your week you can opt to have your week automatically banked with Grand Pacific Exchange. Contact Grand Pacific Vacation Services at (800) 831-3027 for more information.