

Auberge Collection

EXCHANGE QUESTION AND ANSWERS

How does the program work? How do I go about getting dates at an exchange property?

When you are ready to plan a trip to one of the exchange properties you just contact your club concierge to inquire about availability for an exchange at your desired location. They will check availability to see if there is an owner at that location who is also interested in an exchange.

How long does it take to confirm?

It will take about five –seven days to find out if there is a unit available during your desired time.

Can I get the same unit as I have? So if I have a two bedroom can I request a four bedroom?

Because the inventory configuration varies at each location you would put in a request for a desired type and we would request those types first however it may be harder to come up with a match if you need a specific type. Its best to be general in the request and then if you have options of several owners during that period interested in the trade you can then choose the most appropriate unit over the dates closest to your requested travel dates.

What happens once the trade has been confirmed?

Once a match has been made and availability has been determined a confirmation will be sent to you and you can begin to plan your trip.

How easy is it to get my requested dates?

Exchanges are not guaranteed and they are dependent upon another owner also being interested in a trade. We are happy to say we have received a lot of exchanges to date and if you plan in advance and are flexible we have had success with accommodating most requests.

How many times can I trade?

We currently do not have a limit on time, if you have a fixed week you would like to exchange and we are able to secure matches we have no problem with supporting those exchanges. The program is designed to be flexible.

Are there fees when I trade?

Some will not have fees and some may have daily housekeeping fees it will vary by location.

Can I trade 3 or 4 days?

Yes you can request a three-day trade, however some owners may require trades in seven-day increments, the day of arrival and departure may vary as well by location. You don't have to use all 7 days but may be extended in this length.

Are there any other restrictions?

No the only restriction is all residences must be part of the Auberge Rental programs so that you can be assured of the same level of quality, furnishings and services as your own residence.

AUBERGE COLLECTION PROPERTIES



Calistoga Ranch, Napa Valley, California – Located on 157 acres nestled along a tree-lined canyon in Napa Valley; owner lodges offer indoor/outdoor living rooms, full kitchen and two master bedrooms. Resort amenities include a private restaurant, fitness center and rejuvenating full service spa. In addition to the onsite vineyard and wine cave, the resort is conveniently located off the Silverado Trail with access to some of the most sought after wineries in California. www.calistogarachliving.com
Contact: Nora Chambers



Esperanza, Cabo San Lucas, Mexico – Esperanza Villas and Residences provide an amazing setting for a seaside getaway. Located six miles outside the town of Cabo San Lucas and convenient to local attractions, nightlife and shopping. The residences feature two – four bedroom accommodations all with ocean views in a lush garden setting. The resort has three restaurants, three pools, yoga, fitness, a private beach, and a full service spa recently ranked #1 in Mexico. esperanza.aubergeresorts.com
Contact: Javier Zavala



The Auberge Residences at Element 52, Telluride, Colorado – The Element 52 Residences stand slope side in the spectacular mountain destination of Telluride. 33 two - five bedroom units lie along the scenic San Miguel River with direct ski in/ski out access. Element 52 is proud to be the only luxury development within walking distance to the town of Telluride, offering unmatched recreational enjoyment in summer and winter alike. element52.aubergeresorts.com
Contact: Jacqueline Glokler



Pronghorn, Bend, Oregon – The Auberge Residences at Pronghorn offers luxury lodging surrounded by 20,000 acres of undeveloped land in addition to 2 world-class golf courses, a 55,000 square foot Clubhouse with restaurants, pools, hot tubs, fitness facility, spa, tennis and much more. The property is home to 48 one- to four-bedroom residences and offers an array of enticing recreational activities year-round, with a host of exclusive amenities to compliment your destination resort experience. pronghorn.aubergeresorts.com
Contact: Roger Shear

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EXCHANGE CONTACTS

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