



AUBERGE RESORTS 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 RESORTS COLLECTION PROPERTIES



Calistoga Ranch, Napa Valley, California

Just a short drive from the San Francisco Bay Area, tucked into a naturally secluded, 157-acre canyon at the northern end of the Napa Valley, this one-of-a-kind resort is truly exceptional. Each Lodge is centered around a spacious, covered outdoor living area providing a natural transition between indoor and outdoor living. Each Residence is magnificently appointed to provide the utmost in comfort and style, carefully detailed to maximize the serenity of this privileged lifestyle.

calistogaranch.aubergeresorts.com



Esperanza, Los Cabos, Mexico

This Forbes Five Star resort invites the essence of total escape. Here, you're immersed in the delicious feeling of barefoot sophistication — timeless, relaxing and elegant. From refined design and well-appointed amenities, to exceptional cuisine and award-winning spa treatments, Esperanza never loses sight of its privileged location and commitment to superior service.

esperanza.aubergeresorts.com



Auberge Residences at Element 52, Telluride, Colorado

The only boutique luxury property with services and amenities of this kind in downtown Telluride, direct ski-in/ski-out access and a private funicular lift, set along the banks of the San Miguel River. Residences seamlessly blend dramatic mountain-inspired architecture and contemporary interior design. Indulge in the natural bliss of the San Juan Mountains and unwind at the restorative Auberge Spa after a day of adventure-filled activity.

element52.aubergeresorts.com



AUBERGE RESORTS COLLECTION

EXCHANGE CONTACTS

Calistoga Ranch

Nora Chambers

707-254-2800

nora.chambers@aubegeresorts.com

calistogaranch.aubegeresorts.com

Esperanza

Javier Zavala

011-52-624-1456400

javier.zavala@aubegeresorts.com

esperanza.aubegeresorts.com

The Auberge Residences at Element 52

Jacqueline Glokler

970-728-0701

jacqueline.glokler@aubegeresorts.com

element52.aubegeresorts.com