

Vacations beyond expectations

IMAGINE 2011

To Our Valued Customers

In these ever-changing times, Trading Places wants you to know we're still providing the same high quality, personalized service, and great value you've come to expect from our company. As the timeshare industry enters a new year of exciting opportunities, we are dedicated to offering you *Vacations Beyond Expectations* in all areas of our expertise.

We focus on taking time with each customer to ensure the highest value is received for their vacation dollar. Our friendly, knowledgeable agents go the extra mile to provide you with the vacation of your dreams. We pride ourselves on professional and reliable service, and grade our effectiveness by our level of customer satisfaction.

We want you to be 100% satisfied with our vacation services – from a myriad of cruise options to condo rentals and timeshare exchanges, to our resort owner services. We welcome your comments, photos, experiences, stories, travel tips, even concerns. Please send your vacation memories to: imagine@tradingplaces.com... And who knows: You may see your story in one of our printed materials!

We hope we can be of service to you in the near future.



R. J. Jackson
President, Trading Places International



Trading Places' Newest Resort Management Contract!

David Walley's Resort Hot Springs Resort & Spa!

David Walley's recently announced that Trading Places International (TPI) will be their new professional management company.

"TPI was one of seven management companies we contacted when we proposed alternative management," said Marlena Forst, president of the David Walley's Resort Association. "Their résumé is exceptional, their references are impeccable, and we are very pleased with our decision."

David Walley's Hot Springs Resort & Spa is an oasis in Carson Valley, Nevada, set at the base of the Sierra Nevadas. The resort has long been popular with locals, who favor relaxing in the natural hot spring pools and dining at the well-known on-site restaurant. Located just 30 minutes from world-class skiing and the exciting casino hub of South Lake Tahoe, David Walley's makes the perfect family vacation for year-round fun.

"This is a new chapter for David Walley's," says Douglas Wilcox, VP of Resort Operations for TPI. "We have been contracted to deliver on-site services for the enjoyment of the guests, to keep the resort functioning smoothly, and to pave the way for a very successful year ahead."

Start thinking about your next vacation in this outstanding location. We'll keep you posted on great exchange and rental opportunities in the coming months!

Bound for Success...
Two Years in a Row!

TOP
WORK
PLACES
2010

THE ORANGE COUNTY
REGISTER
ocregister.com



Trading Places is proud to announce it has been selected as one of The Orange County Register's Top Workplaces again for 2010.



TRADING PLACES®
INTERNATIONAL

TRAVEL & CRUISE

5 Reasons to Call

1. Destination Expertise

We've traveled the world. Benefit from our first-hand experience and insider connections.

2. Privileges

Enjoy a wide range of select benefits when you reserve your cruise, hotel, or vacation package with our dedicated travel specialists.

3. Global Network

Worldwide partnerships enable us to create unique, tailor-made travel experiences that will exceed your expectations.

4. Peace of Mind

Leave the intricate planning to a professional who will be there for you before you leave, during your trip, and when you return.

5. 24-Hour Planning

Easily search and compare multiple options on our website. Plus, sign up to receive our latest offers, travel tips, and more!

800.365.6569

travel@tradingplaces.com

www.tradingplaces.com/travel

Happy Guests



"I love browsing your site for the reason that you can constantly get us new and cool things. I feel I must at least say a thank you for your hard work."

- Henry Jackson

"In a world where it is difficult to get service from a live person and even more difficult to get good service on the rare occasions you do get to talk to a person, you were a welcome exception."

- G.E., Charleston, S.C.

"Thank you so much for promptly addressing our situation... This is the first time I've picked up the phone and dealt with Trading Places, thank you for being so efficient, pleasant and accommodating. More power to you. I'll try to spread the word about you guys to everyone who loves to go on vacation. Take care."

- Sweetwater Lift Lodge owner

Food, Wine, & Paradise. . .

Celebrity **X** Cruises®

Designed for you™



"Savor Your Destination" Food & Wine Specialty Cruise*

You're invited to join renowned chefs and winemakers. Feed your inner "foodie" with a menu of culinary events and experiences, including chef meet and greets, cooking demonstrations, book signings, cook-offs, cooking classes, and much more!

7-night Eastern Caribbean cruise

Celebrity Cruises : Celebrity Eclipse

Roundtrip Miami From **\$709**

December 10, 2011 Offer ID: **592208**

*Prices are per person, based on double occupancy and are subject to change without notice. Airfare, government fees/taxes are additional. Celebrity may impose a fuel supplement of up to \$10 per guest per day. Theme is subject to change or cancellation. ©2010 Celebrity Cruises Inc. Ships' registry Malta & Ecuador.

Fresh new look for the Trading Places website



Visit today, and find the latest:

- Resort details
- Exchange information
- Rentals, Condo Connect, Hot Deals
- Travel, cruises and more!

and great destinations to create your
Vacations beyond expectations!



You have a **CHOICE**
in **Exchange Companies!**

- ✓ **NO Mandatory Membership Fees**
- ✓ Competitive Exchange Fees
- ✓ Search 1st, Before Depositing
- ✓ No-Cost Guest Certificates
- ✓ Friendly, Reliable Customer Service – Since 1973
- ✓ Online Exchange Option – 24/7



Enhance your vacation experiences!

Just because you own a timeshare, doesn't mean that you have to keep going to the same resort every year. The vacation exchange process is an exciting component of your vacation ownership, giving you the opportunity to experience a wide variety of vacation options.

Think of it as going to your local bank, making deposits and withdrawals

The procedure is very user-friendly – just call us, or go online at www.tradingplaces.com/exchange and request to deposit your timeshare into the TPI resort "bank." This bank is made up of timeshare weeks that other exchangers have deposited. When you're ready to plan a vacation, you can "withdraw" the equivalent of your deposited week and exchange it for the destination of your choice (based on availability).

"Tricks of the Trade" - Tips from our Vacation Specialists

Issue	Exchange Trick	Details
Reserving Use Weeks	Plan Early!	Deposit your week early. And, request your exchange early. This is important for getting the week that you want.
Paying Maintenance Fees in Advance	The earlier you pay fees and deposit a week, the earlier you can start planning your exchange.	In order to deposit your week, you must pay your maintenance fees prior to depositing. Pre-paying maintenance fees allows you more freedom to deposit early and search for resorts.
Early Requests	As soon as you know when and where you want to travel, let us know!	You are able to request 12 months in advance. If requesting a high season or a highly-requested destination, it is always better to request as close to 12 months as possible.
Flexibility	The more open you are to other options, the better chance we have of getting you the vacation you want.	All of Trading Places' availability comes from owners like you, who deposit their week in advance. Be as flexible as possible with dates and resorts, as the availability may not always be exactly what you are looking for.
Online Exchange	Open 24 hours a day, 7 days a week for all your exchanging needs	One of the greatest tools established for the Trading Places exchangers, online exchange enables you to search, browse and locate resorts in your requested destinations, then search for the availability you require. Everything YOU see on www.tradingplaces.com/exchange is what WE see... no phone calls required!

800.365.7617 • exchange@tradingplaces.com • www.tradingplaces.com/exchange



Stay up-to-date and get the inside scoop. Stay tuned for Facebook or Twitter-only specials and promotions.



facebook.com/TradingPlacesIntl



@TPIvacations



tpivacations.wordpress.com



to your favorite feed reader for information as it happens!



Vacations beyond expectations

23807 Aliso Creek Road, Suite 100
Laguna Niguel, CA 92677

Quick Reference Guide

Corporate Office
949.448.5150
info@tradingplaces.com
www.tradingplaces.com

Exchange

800.365.7617
exchange@tradingplaces.com
• Competitive exchange fees
• Great destination options
• ONLINE exchange option 24/7
www.tradingplaces.com/EXCHANGE

Travel & Cruise

800.365.6569
travel@tradingplaces.com
• Air, car, hotel, cruise and vacation packages
• Resorts to Ports® Cruise Exchange
www.tradingplaces.com/TRAVEL

Rental

800.365.9190
rentals@tradingplaces.com
• Rent additional time
• Up to 70% off fabulous condo rentals
www.tradingplaces.com/HOTDEALS
www.tradingplaces.com/CONDOCONNECT

Resort Management

We provide consumer-focused, custom-tailored services for vacation ownership resorts.



Since its inception in 1973, Trading Places International has been providing outstanding vacations in high-demand destinations. Today, with a focus on quality, value, and personalized service, Trading Places is a vertically-integrated provider of exchange and leisure services to more than 300,000 vacation owners, including on-site property management at over 20 resorts located throughout the mainland United States, Hawaii, and Mexico. Trading Places is headquartered in Laguna Niguel, California, and has a team of approximately 250 employees.

Want a quick getaway?

CONDO VACATION RENTALS Find discounted condo rentals for nightly vacations!

Now! **Get 15% off***
your Condo Connect
online booking!

HAWAII • MEXICO
PALM DESERT • LAS VEGAS
TAHOE • BRANSON
AND MORE!



Enter promo code **IMAG15** at checkout for your discount, and enjoy a great vacation at a great price!

www.tradingplaces.com/condoconnect

or call: **800.365.9190**

*Must book by 6-15-2011, valid for new bookings only. Offer based on availability, not combinable with other offers, and subject to change without notice.