



New Exchange Feature: Unit-Size Upgrade FAQs

Q. How can I upgrade to a larger unit?

A. Unit-size upgrades are offered when making an instant exchange confirmation. Upgrade opportunities are based on availability and are not available for every exchange confirmation.

Q. What is an upgrade step?

A. Upgrade fees will be charged for each step, or unit size confirmed that is larger than the unit size deposited. For example, if you upgrade a one-bedroom unit to a two-bedroom unit, you will be charged for one upgrade step. If you upgrade a studio unit to a two-bedroom unit, you will be charged for two upgrade steps.

Q. What is the cost to upgrade my unit size?

A. The cost to upgrade your unit size is \$99 per upgrade step. Interval Platinum members will pay a reduced rate of \$59 per upgrade step, and Interval Gold members will pay a reduced rate of \$79 per upgrade step. The Unit-Size Upgrade fee is in addition to your exchange fee. There is no upgrade fee for instant exchange confirmations made within the Flexchange window.

Q. How many steps can I upgrade my unit?

A. The number of steps you can upgrade your unit is based on the unit size of the week you deposited and exchange availability.

Q. Why can't I see any larger units when I shop for my exchange?

A. The exchange program is based on the comparable value of the week you are depositing to the week you are looking to confirm. For example, if you deposit a unit that sleeps four, your trading power allows you to confirm a unit that sleeps four, regardless of the unit size. The opportunity to upgrade to a larger unit will appear from time to time, as it is based on availability. Additionally, only weeks owners are eligible for unit-size upgrades. Points owners will not be affected since the number of points they relinquish determines the unit size confirmed.

Q. I cancelled my exchange. Do I receive a refund for my Unit-Size Upgrade fee?

A. The refund of Unit-Size Upgrade Fees operates the same way as the refund of exchange fees does. If your cancellation is within 24 hours of your exchange confirmation, your Unit-Size Upgrade fee will be refunded. If a cancellation is made after 24 hours, no fees will be refunded.

Q. Can I upgrade a Getaway?

A. No, unit-size upgrades are not available for Getaways.

Q. Can I upgrade a ShortStay Exchange or Interval Options?

A. No, unit-size upgrades are not available for ShortStay Exchanges or Interval Options.

Q. Will I get a chance to upgrade my unit size if I placed a pending request?

A. At this time, unit-size upgrades are only available with an instant exchange confirmation. If you placed a pending request and a larger unit becomes available, you may be contacted by an advisor from our Vacation Assistance Department, who will offer you the unit and collect the Unit-Size Upgrade fee.

Q. Do I have to pay for a unit-size upgrade on an E-Plus retrade?

A. If your E-Plus retrade is being confirmed into a larger unit than your existing confirmation, then the E-Plus retrade is subject to the Unit-Size Upgrade fee. There is no upgrade fee for E-Plus retrades made within the Flexchange window.

Q. Who do I contact for more information?

A. Please call your local Interval International Member-Services Center and speak to a vacation advisor.