

FREQUENTLY ASKED QUESTIONS

BTPC- THE HIDEAWAYS CLUB RECIPROCITY AGREEMENT

1. Why is Banyan Tree Private Collection (BTPC) entering into a reciprocity agreement with The Hideaways Club?

BTPC, Asia's first asset-backed destination club management, is always looking at ways to upgrade its members' benefits and services.

The Hideaways Club is a leading luxury property investment fund with a luxury portfolio of villas mostly located in Europe & South Africa, which complements BTPC's portfolio.

The partnership will be a way to expand BTPC members' choices at the most desirable destinations where BTPC does not yet have facilities for our members' use.

2. Is there a cap on how many nights BTPC Members can stay at The Hideaway Villas?

Yes, the agreement offers a total of 200 room nights' exchange valid for use in 2010 only. The confirmations will be sent on a first come first serve basis and will be based on the villas' availability.

BTPC Members may choose to use their full year entitlement at The Hideaway Club villas or split their stays as they wish.

3. How do I book The Hideaway Villas accommodations and where are they located?

For reservations please contact BTPC Membership Services Department as usual. In turn, they will communicate with The Hideaways Club Membership Services and will send you a confirmation and general information on the destination. The contact details are as follows:

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The choice of villas within the program exchange include:

- Mountain Chalets
 - Chalet Soleil, France
 - Chalet Etoile, Switzerland
 - Chalet Lune, Switzerland
- Europe
 - Villa Dorada, Spain
 - La Retraite, France
 - Podere Le Sensaie, Italy
 - Gran Vista, Majorca
 - La Pleta, Majorca
 - Kalkan Heights, Turkey
 - Kalkan View, Turkey
 - Villa Livka, Croatia
 - Quinta Algarvia, Portugal
- Africa and Mauritius
 - Dar Hasnaa, Morocco
 - Dar Lain, Morocco
 - Stargazer, Mauritius (from late 2010)
 - Villa Arabella, South Africa
 - Villa Steenberg, South Africa

You can find out more about each of these villas through their website www.thehideawaysclub.com

4. Is there a cancellation policy I should know about?

If a reservation from the exchange inventory is confirmed but then canceled at least forty-five (45) days prior to the departure date, then the full number of exchange nights will be credited back to the exchange inventory of the party that canceled the reservation. If a reservation is canceled less than forty-five (45) days prior to the departure date, then the full number of canceled nights will be deducted from the exchange inventory of the canceling Party and subsequently of the respective member that made the cancellation.

5. What are the key benefits a BTPC Member will get from The Hideaways Club?

In addition to more destinations to choose from, BTPC and The Hideaways Club members will enjoy the same level of service standards that have become the hallmark of our brands' experience. These include:

- A Local Concierge to welcome Members at the property, show them around the property and make recommendations for things to do and see. The Local Concierge will also make restaurant reservations and organise any extra service required e.g. in-house catering or beauty treatments

- Welcome grocery basket – milk, coffee, bread, jam, butter, orange juice, eggs, cereal, wine, mineral water, savoury snacks, fresh fruit and chocolate
- Consumables in the kitchen – tea, sugar, olive oil, balsamic vinegar, herbs and spices, dried pasta, rice, dishwasher tablets, washing up liquid etc.
- All towels, robes and linen
- Housekeeping for up to 4 hours a day, depending on the size of the property
- Luxury toiletries
- Access to broadband internet, where available
- Access to Sky TV, where available
- A DVD and paperback library
- Our “Insider Guide” which gives helpful ideas and information on things to do in the area
- Local travel guides and maps are stored at the properties
- An iPod, pre-programmed with a selection of music, and a Bose sound system
- Firewood for properties with internal fires
- Barbecue gas or coals
- A selection of children’s toys and board games
- A children’s alarm system for the pool

6. Are there any block out periods when I can not book the Hideaways Club Villas?

Yes, as per below:

- a) Christmas week (19th to 25th December) and New Year week (26th December to 1st January) - Applicable to all mountain chalets, and villas in Mauritius and Africa.
- b) February Half term (13th February to 19th February) in all the mountain chalets.
- c) Easter break (27th March 2010 to 9th April 2010) in all mountain chalets and villas in Mauritius and Africa. (Please note, when Easter falls later in the year we will exclude the European villas but allow access to the mountain chalets).
- d) May Half term (29th May to 4th June) in all European villas.
- e) Summer Holidays (10th July to 3rd September) in all European villas (with the exception of both villas in Morocco).
- f) October half term (23rd October to 29th October) in all European villas.

7. How far in advance can I book my vacation?

The exchange inventory can be reserved at the available residences within and up to two hundred and seventy (270) days in advance of travel for the designated and agreed periods.

8. When staying at the Hideaways Club facilities whose Rules and Regulations and Terms and Conditions I follow?

The Hideaways Club Constitution and Club Guide

9. What are check-in and check-out times?

In The Hideaway Club’s properties, check in is 4pm. Check out is 11am (10am for ski properties). These check-in and check-out times are more flexible in Mauritius and South Africa, subject to the villa not being occupied.

10. Do we have the option to stay extra nights beyond our entitlement at the THC properties?

Absolutely! THC is extending our members the same rates their members pay. You will be able to purchase up to 7 nights of extra time per member at the following rates:

Mid peak = £2,917 per week / £417 per night

Off peak = £2,333 per week / £333 per night

11. Why is this agreement only valid for 2010?

The management of both Clubs agreed on a 12 month trial period to insure the reciprocal agreement is beneficial for both parties and our members are happy with the arrangement. Once the year has expired and we have good reasons to renew the agreement, we will follow accordingly.

12. With the advance booking required (270 days in advance), how can we best take advantage of this offer within the validity period?

The advance booking is required to insure availability. The window to do so is the same as the current BTPC Club Terms and Conditions of your reservations -- within the 9 months (270 days) period of your requested dates of travel you can send us the request. For example, you may wish to travel to Chalet Etoile, Switzerland on March 2010. Therefore, please send your request as soon as possible as it is within the 270 days period prior to your travel date.

In the case where you would like to book your stay now for December 2010, you will need to send us the reservation request 270 days prior to your travelling date to process it.

13. Will BTPC members' requests always take priority over Hideaways' guests in terms of villa reservations?

All reservations confirmations will be on first come first serve basis. Once a booking is confirmed to a BTPC Member, it will be honored. BTPC Members will enjoy the same benefits as THC Members.

14. Can we split our full year entitlement stays between the two clubs?

Of course, you can do that. The spirit of this reciprocity agreement is to give you more destinations to choose from.