

2024

Financial Performance

*A Survey of Timeshare & Vacation
Ownership Companies*

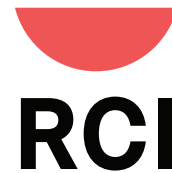


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Financial Performance

A Survey of Timeshare & Vacation Ownership Companies

FORWARD

On behalf of ARDA International Foundation, Deloitte & Touche LLP (Deloitte & Touche) has conducted this edition of the *Financial Performance 2024: A Survey of Timeshare & Vacation Ownership Resort Companies* ("Financial Performance Survey"). ARDA International Foundation has collected similar timeshare data since 1991. Through the years, the survey tool and breadth of analysis have evolved in consideration of industry trends, interest in new topics, regulatory changes, and other factors impacting the vacation timeshare industry.

According to the Federal Open Market Committee press release dated March 20, 2024:

"Recent indicators suggest that economic activity has been expanding at a solid pace. Job gains have remained strong, and the unemployment rate has remained low. Inflation has eased over the past year but remains elevated."¹

The market conditions discussed above are consistent with the positive performance of the timeshare industry seen during 2023. The industry saw an increase in net originated sales when comparing 2023 with 2022, evidencing the industry's continued growth.

This study is an estimate of key metrics that provide an overview of the vacation timeshare industry in the United States. It is not a comment on any individual company, whose performance may vary from the information included in this study.

¹ Federal Open Market Committee (FOMC) Press Releases (2024, March)
<https://www.federalreserve.gov/newsevents/pressreleases/monetary20240320a.htm>

Survey purpose

The goal of the survey is to compile accurate historical data and to provide a comprehensive perspective on the timeshare industry's financial performance. By conducting the Financial Performance Survey annually, the ARDA International Foundation provides:

- 1 Timely information that permits companies to compare operations to industry benchmarks;
- 2 A reference for tracking industry trends; and
- 3 A resource for potential entrants to the industry and others seeking to better understand the vacation timeshare industry.

Consistency with current financial accounting standards

The effects of important changes to accounting standards for companies developing and selling vacation ownership interests were first included in the 2007 edition of the Financial Performance Survey. This year's report continues the form of questions established in the previous years. It is important to recognize that the set of companies responding to the survey in each edition of the Financial Performance Survey also changes, and therefore, results from this edition should not be compared to the results of previous editions.

The following provides a summary of that guidance for reference in reading the report.

Accounting Standards Codification (ASC) 978 *Real Estate — Time-Sharing Activities* and ASC 606 *Revenue From Contracts With Customers*, are the authoritative literature for accounting for time-sharing transactions.

ASC 978 and ASC 606 instruct that²:

- Costs incurred to sell timeshare units generally be charged to expense as incurred, including indirect sales and marketing expenses;
- Estimated uncollectible financed sales be presented as reductions of revenue;
- Uncollectible financed sales be estimated based on actual receivables collection experience and other considerations;
- Changes to inventory cost estimates be reflected in each period on a retrospective basis using a current period adjustment; and,
- Rental and other operations during holding periods should be accounted for as incidental operations, which requires that any excess of revenue over costs be recorded as a reduction of inventory costs.

² This summary, and other statements related to accounting standards and company practices, in this report are general observations based on publicly available information, information reported in the survey responses, and conversations with representatives of selected companies. They do not represent accounting guidance of Deloitte & Touche LLP.

Survey design and administration

The Financial Performance Survey reflects a broad base of respondents and provides information in a consistent format, maintaining benchmarks that may be easily referenced. The questions within the survey were developed based on input from:

- Previous and current survey respondents
- Readers of previous editions of the report
- Members of the ARDA International Foundation Research Committee and CFO Council
- A task force commissioned by the ARDA International Foundation to help improve the survey
- Staff of the ARDA International Foundation and Deloitte & Touche

Continuing the format established in the Financial Performance Survey 2004 Edition, the survey focuses on timeshare sales activity and excludes sales of fractional ownership interests including Private Residence Clubs (PRCs) and non- equity destination clubs from all results. As such, fractional and whole-ownership sales and receivables are not included in the survey results. A copy of the survey form used in this edition is included in the Appendix.

Deloitte & Touche distributed the survey directly to 37 timeshare and vacation ownership resort development companies on January 15, 2024. The survey response deadline was extended to March 13, 2024. During the data analysis phase, Deloitte & Touche contacted some of the respondents with follow-up questions regarding specific responses provided.

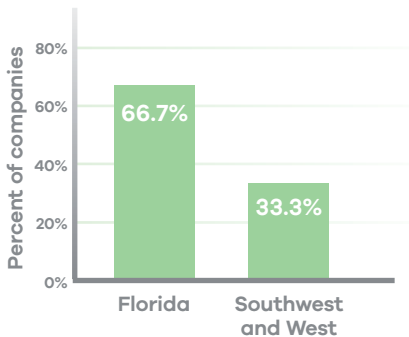
Respondents

As of March 13, 2024, 12 companies had responded which includes all of the companies representing major brands as well as all of the publicly traded companies. This set encompassed 486 resorts that were open and in active sales during 2023. The source line under each graph in the report shows the number of (or minimum number of) respondents to the related question. In those graphs in which the companies are segmented into groups by product offering, ownership, company size by sales volume, and weighted average yield per timeshare week, there are, in some instances, fewer respondents in one particular category than the total respondents shown in the source line. This is because some companies did not provide sufficient information to segment them within that category.

Of the 12 survey respondents, five companies are publicly traded companies and seven are privately held. **The five public companies that provided sales information accounted for 80.4 percent of net originated U.S. sales in 2023 as reported by 11 survey respondents that provided net originated U.S. sales data. Five of the 11 survey respondents that provided net originated U.S. sales data represent major hospitality brands and account for 77.2 percent of net originated U.S. sales excluding fee-for-service and 80.8 percent including fee-for-service in 2023.**

The survey is focused on the United States due to the location of the companies' headquarters, which provides an indication of the geographic regions represented by the response base. By the location of their headquarters, all 12 of the respondents are U.S. companies. Eight of the respondents are based in Florida, while companies in the Southwest and West regions also responded.³ No respondents were based in other Southeast states (besides Florida), Midwest, Northeast, or Canada.

FIGURE 1
DISTRIBUTION OF COMPANIES BY HEADQUARTERS LOCATION, 2023



Source: Deloitte & Touche LLP based on 12 company survey responses.

³ Regional definitions: Florida; Northeast (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT); Midwest (IA, IL, IN, KS, KY, MI, MN, MO, ND, NE, OH, SD, WI, WV); Other Southeast (AL, AR, GA, LA, MS, NC, SC, TN); and Southwest and West (AK, AZ, CA, CO, HI, ID, MT, NM, NV, OK, OR, TX, UT, WA, WY).

Product offering

The timeshare industry model is fundamentally based on the sale and use of time based resort real estate interests. Within the shared ownership umbrella, there are a variety of product types, the most popular of which may be organized in five categories:

1 Interval weeks

The consumer has purchased a specific type of week at a specific resort. This week may then be exchanged through internal or external exchange systems, either for an interval week-based vacation or in some cases redeemed for points, such as in a hotel brand frequent guest program.

2 Interval weeks with the ability to use through a timeshare points system

The consumer has purchased into a points system or vacation club backed by an interval weeks interest. The legal structure of the consumer's purchase is supported by a deeded week or other week-based interest (including right-to-use, beneficial interest associated with trust based vehicles, or other non-deeded week-based interest), but the consumer has the ability to use the interest at its "home resort" or directly through a points-based system.

3 Timeshare points

The consumer has purchased points or credits backed by a usage right to a resort or a system supporting an internal network of resorts.

4 Fractional interests

An ownership interest system that is either a shared equity or club interest representing a time period of not fewer than two weeks, but usually three weeks or more.

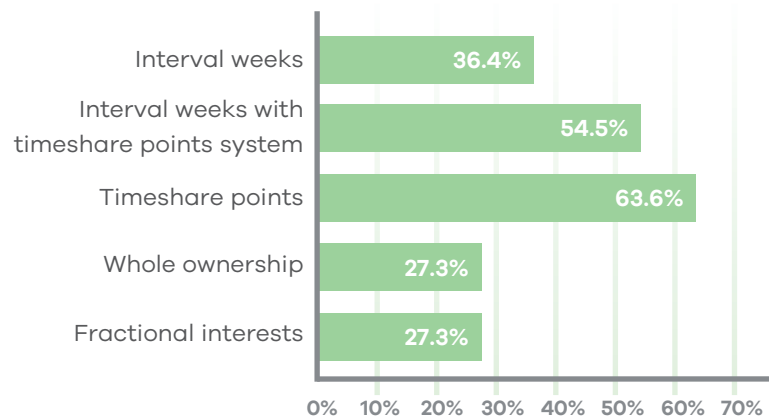
5 Whole ownership

Vacation product in which each unit has one owner.

Timeshare points were offered by 63.6 percent of respondents, making them the most frequently offered product types in the response set, as shown in Figure 2. Many of these respondents reported also offering other types of products, for example, by offering an interval weeks product at some resorts and a timeshare points product at other resorts, thus the totals in Figure 2 sum to more than 100 percent. Three respondents reported offering fractional interest products, and three respondents also reported offering whole ownership products. Net originated sales reported in this study include any type of timeshare interest in the first three categories and exclude the last two categories (fractional interests and whole ownership).⁴

FIGURE 2

PRODUCT OFFERING BY % OF COMPANIES, 2023

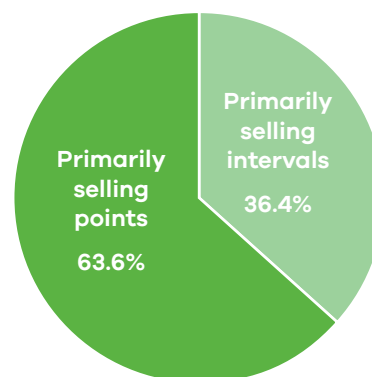


*Note: Some respondents offer multiple product types.
Source: Deloitte & Touche LLP based on 11 company survey responses.*

⁴ Information on the share of respondents offering fractional interests and whole ownership interests was collected as background information to help show the different types of products being offered. The survey focuses on timeshare sales activity and excludes sales of fractional ownership and whole ownership interests from all other results. Non-equity club programs, such as destination clubs, are excluded from the shared ownership concepts covered in this study.

For the purpose of comparisons in this report, Deloitte & Touche has categorized each company as either primarily an interval company or primarily a points company. Of the 11 companies that responded to this question, four reported selling only intervals, five companies reported selling only points, and the remaining two companies reported selling a mixture of both interval weeks and points. These two companies primarily sold points and were therefore categorized as points companies. As a result of this categorization process, as shown in Figure 3, 63.6 percent of the respondents were categorized as point companies and 36.4 percent of the respondents were categorized as interval companies.⁵

FIGURE 3
SEGMENTATION OF COMPANIES
BY PRODUCT OFFERING



Source: Deloitte & Touche LLP based on 11 company survey responses.

Interpretation of results

To effectively interpret the survey results, it is important to understand that the survey is not a projection as it is not based on a random sample of companies, nor is it a census of all companies. That said, the survey is based on responses from participating companies that account for a predominance of industry sales, and this is one of the reasons it is seen as a valuable resource.

The company participants are not identical across all editions. Due to the relatively large size of some of the companies participating, the changing composition of the response base can materially impact the results reported from one year to another. It is not accurate to compare the 2022 and 2023 results presented in this edition with results shown in reports of earlier years without understanding that the response base has changed.

Wherever results are shown in this study for both 2022 and 2023, a consistent set of respondents was used for both years. Nevertheless, some changes from year to year may be the result of acquisitions or divestitures.

Because the focus of this report is on the U.S., only the U.S. geographic region is analyzed in this report. Therefore, all sales data provided by respondents is for U.S. sales locations (50 states) only.

Unless otherwise noted specifically as simple averages, all averages in this report are weighted averages. For example, responses to questions related to sales topics, such as sales costs as a percentage of sales, are weighted by net originated sales volume.

⁵ The percentage distributions shown here are for respondent companies, as categorized by primarily selling interval or points product. This distribution is different from the distribution of intervals and points product sales by dollar volume among respondent companies, which is reported on page 14.

Summary of Results

The following summarizes key results of the study which are further discussed at the referenced page numbers below.

CHAPTER TWO

Sales activity

- **Net originated sales excluding fee-for-service increased 2.2 percent, while net originated sales including fee-for-service increased 2.3 percent** (Page 13). In total, the 11 respondents that provided sales information reported \$7.360 billion in net originated timeshare sales excluding fee-for-service in 2023 (Page 13). Total net originated sales including fee-for-service arrangements increased 2.3 percent from 2022 to 2023, increasing from \$8.977 billion to \$9.184 billion (Page 13). Five of the 11 companies representing major brands reported an increase of 1.4 percent and 2.1 percent in net originated sales excluding fee-for-service and net originated sales including fee-for-service, respectively.

Note: When excluding the one respondent that did not provide 2022 data, the sales growth rate for 2023 sales data excluding fee-for-service and including fee-for-service would be an increase of 1.6 percent and 1.8 percent, respectively (Page 13).

- **Points sales represented 67.3 percent of the \$7.360 billion of net originated sales excluding fee-for-service** (Page 14). Of the \$7.360 billion of net originated sales reported by 11 companies in 2023, \$4.954 billion (67.3 percent) was classified as points sales, while \$2.406 billion (32.7 percent) was classified as interval sales (Page 14).
- **The amount of U.S. net originated sales that were sold on behalf of others under fee-for-service arrangements increased 2.8 percent from \$1,775.6 million in 2022 to \$1,824.6 million in 2023** (Page 15).
- **Net originated sales at U.S. locations averaged \$37.0 million per resort in active sales** (Page 20).
- **Total capital expenditures increased by 61.8 percent from 2022 to 2023 while capital expenditures related to completed timeshare inventory decreased by 15.3 percent from 2022 to 2023** (Page 24). Total capital expenditures increased from \$398.2 million to \$644.3 million from 2022 to 2023, respectively (Page 24). Total capital expenditures related to completed timeshare inventory decreased from \$196.2 million in 2022 to \$166.2 million in 2023 (Page 24).
- **The average yield per week increased 6.3 percent in 2023, with a weighted average yield of \$59,576** (Page 26).
- **Sales tours, weighted average transaction value and existing owner sales increased while new owner sales, volume per guest, and net close rate decreased from 2022 to 2023** (Pages 28 to 32). In 2023, respondents reported hosting 2.09 million sales tours, compared to 1.88 million sales tours in the previous year (Page 28). Respondents achieved a weighted average net closing rate of 15.8 percent, which decreased from the 18.3 percent reported for 2022 (Page 29). During the year, weighted average volume per guest decreased from \$4,653 in 2022 to \$4,212 in 2023 (Page 30), and weighted average transaction value increased from \$25,592 in 2022 to \$27,808 in 2023 (Page 31). Net originated sales volume (excluding telesales) resulting from existing owner sales increased from 67.7 percent in 2022 to 67.9 percent in 2023, while the remainder of net originated sales volume resulting from new owner sales decreased from 32.3 percent in 2022 to 32.1 percent in 2023 (Page 32).
- **Average transaction value for new owner sales decreased and for existing owner sales increased from 2022 to 2023** (Page 32). Respondents reported that the average transaction value for new owner sales decreased from \$19,525 in 2022 to \$17,680 in 2023 and the weighted average transaction value for existing owner sales increased from \$44,640 in 2022 to \$50,698 in 2023⁶ (Page 32).
- **Rescissions, as a portion of gross sales, increased 0.5 percentage points in 2023** (Page 34). Respondents reported an increase of gross sales rescissions, which averaged 11.9 percent in 2022 compared to 12.4 percent in 2023 (Page 34).

⁶ Note: The average transaction values for existing owner sales and new owner sales are based on figures provided by respondents who provided detailed information on existing owner sales and new owner sales and may not correspond to weighted average figures provided in other sections.

Key ratios

- **Estimated uncollectible sales, as a portion of net originated sales, averaged 17.0 percent in 2023** (Page 38).
- **Product costs, as a portion of net originated sales, averaged 12.8 percent in 2023** (Page 39).
- **Sales commissions, as a portion of net originated sales, averaged 17.9 percent in 2023** (Page 40).
- **Other sales and marketing costs, as a portion of net originated sales, averaged 24.3 percent in 2023** (Page 41).
- **General and administrative costs, as a portion of net originated sales, averaged 6.5 percent in 2023** (Page 43).
- **Homeowners association (HOA) subsidies and maintenance fees for unsold units net of rental revenues, as a portion of net originated sales, averaged 2.7 percent in 2023** (Page 44).
- **Operating profit margin on timeshare sales operations averaged 18.8 percent in 2023** (Page 45).
- **Respondents reported that 60.1 percent of timeshare sales, by dollar value, in 2023 were to existing owners, on a weighted average basis** (Page 46).

Hypothecation of receivables

- **The average interest rate increased and the average advance rate decreased when compared to 2022** (Page 47). Three respondents provided information on hypothecations of receivables that occurred during 2023, totaling 458.1 million (Page 47). The average interest rate increased from 5.5 percent in 2022 to 7.1 percent in 2023 (Page 47). The average advance rate decreased from 74.8 percent in 2022 to 72.5 percent in 2023 (Page 47).

Portfolio sales and securitizations

- **For respondents who reported securitizations in both 2022 and 2023, both the average transaction size of securitizations and average interest rate increased while the average advance rate decreased** (Page 49). For those respondents that reported securitizations in both 2022 and 2023, the average transaction size of reported securitizations increased 7.5 percent from \$291.4 million to \$313.2 million (Page 49); the average advance rate decreased 0.3 percentage points from 93.3 percent to 93.0 percent (Page 49); and the average interest rate increased 1.5 percentage points from 5.2 percent to 6.7 percent (Page 49). The seven separate securitization transactions reported by survey respondents in 2023 represented a total value of \$2,192.6 million, measured as the gross value of the sales contracts securitized (Page 49). This reflects an increase from the seven separate securitization transactions in 2022 with a total value of \$2,039.9 million (Page 49).

Consumer financing and receivables portfolio performance

- **Of the \$6.415 billion of net originated timeshare sales in which respondents provided financing information, \$3.597 billion were financed** (Page 50). Approximately 56.1 percent of the dollar value of net originated timeshare sales were financed in 2023 (Page 51). Respondents reported that in 2023, the weighted average interest rate on new loans to consumers including servicing fees was 14.5 percent and the weighted average interest rate on new loans to consumers excluding servicing fees was 14.2 percent (Page 51). The weighted average down payment associated with non-upgrade sales was 17.1 percent of the contract price (Page 51), and the average down payment associated with upgrade sales, including the equity in their existing vacation ownership interest, was 45.7 percent of the contract price (Page 51).
- **Current receivables decreased by 0.1 percentage points from 2022 to 2023, while those more than 120 days delinquent increased by 0.1 percentage points** (Page 55). The share of current receivables (current or fewer than 31 days delinquent) was 86.4 percent in 2023 (Page 55), while the share of receivables more than 60 days delinquent was 11.4 percent (Page 56).
- **Gross defaults, as a portion of the gross outstanding portfolio balance at year-end, averaged 9.7 percent in 2023, which is an increase of 0.7 percentage points as compared to 2022** (Page 57).
- **The weighted average allowance for uncollectible accounts, as a portion of gross outstanding portfolio balance at year-end, was 20.2 percent in 2023** (Page 58). This was a decrease of 0.1 percentage points as compared to 2022 (Page 58).
- **The weighted average interest rate exclusive of servicing fees and inclusive of servicing fees on loans held in portfolios remained consistent from 2022 to 2023. The average remaining term increased from 2022 to 2023** (Page 58 & 59). The weighted average interest rate on timeshare consumer loans held in portfolios at year-end was 14.1 percent in 2023 exclusive of servicing fees and 14.3 percent in 2023 inclusive of servicing fees (Page 58). The weighted average term to maturity for loans held was 103.0 months (Page 59).
- **The weighted average general and administrative costs of financing operations, as a portion of outstanding portfolio balance, was 1.6 percent in 2023, which is consistent with 2022** (Page 60).

FICO scores

- **The use of FICO scoring as an underwriting component in 2023 increased from 2022** (Page 61). A majority of the respondents, 90.0 percent, reported that they utilize FICO scoring in their underwriting criteria in 2023, which is an increase of 1.1 percentage points from 2022 (Page 61).
- **Average FICO scores on loans held in receivable portfolios increased in 2023 as compared to 2022** (Page 62). The weighted average FICO score on loans held in receivables portfolios at year-end, as reported by respondents, increased two points from 714 in 2022 to 716 in 2023 (Page 62).
- **The weighted average FICO scores on new financings in 2023 increased as compared to 2022** (Page 63). FICO scores on new financings ranged from 680 to 748 in 2023 (Page 63). Additionally, the weighted average FICO score on new financings of 729 in 2023 is two points higher than 727 in 2022 (Page 63).
- **The weighted average static pool default rate was 22.5 percent in 2023, which is a 0.2 percentage point decrease from 2022, as reported by 9 respondents** (Page 64).
- **The static pool default rate⁷ by FICO score (the static pool default percentages by FICO score range at the time the loan was made to purchasers) increased for band categories ranging from 550 to 850 and no FICO score and decreased for band categories ranging from 300 to 549 when comparing 2023 to 2022** (Page 64).
- **Weighted average originations as a percentage of gross sales and as a percentage of net sales increased 1.2 percentage points and did not change, respectively, from 2022 to 2023** (Page 65).

Occupancy Bookings and Cancellations

- **The number of standard bookings and the number of standard cancellations increased, while the number of sales and marketing package bookings, and number of sales and marketing cancellations decreased from 2022 to 2023** (Page 66). The number of standard bookings increased by 4.6 percent from 2,868,773 in 2022 to 3,000,725 in 2023. The number of standard cancellations increased by 11.2 percent from 1,013,422 in 2022 to 1,126,742 in 2023. The number of sales and marketing package bookings decreased by 2.0 percent from 788,567 in 2022 to 772,583 in 2023. The number of sales and marketing package cancellations decreased by 5.7 percent from 212,710 in 2022 to 200,606 in 2023. (Page 66)

⁷ Static pool analysis is used to measure the performance of a grouping, or pool, of receivables. For this survey, the static pool default rate is calculated as cumulative actual and projected future capital losses net of reinstatements, divided by the original principal balance.

Companies were asked to provide data on major financial indicators for 2022 and 2023. Information on sales has been analyzed in two ways. The first approach is an analysis of net originated timeshare sales, the operational or managerial measure that is generally used in the industry. The second is an analysis of sales revenue in accordance with accounting principles generally accepted in the United States of America (GAAP), which is addressed in the section titled “Revenue Recognition.”

Net originated timeshare sales

The concept of net originated timeshare sales as reported in this survey is gross sales revenues net of rescissions, but before reduction of revenue for uncollectible accounts and deferrals. Therefore, net originated timeshare sales is an operational or managerial measure of sales volume and does not reflect certain adjustments required for financial reporting according to GAAP. The survey reports net originated sales inclusive of timeshare inventory sold under fee-for-service arrangements, as well as net originated sales exclusive of these arrangements. Unless specifically stated, the term net originated sales within this report refers to sales of owned inventory which excludes fee-for-service arrangements.

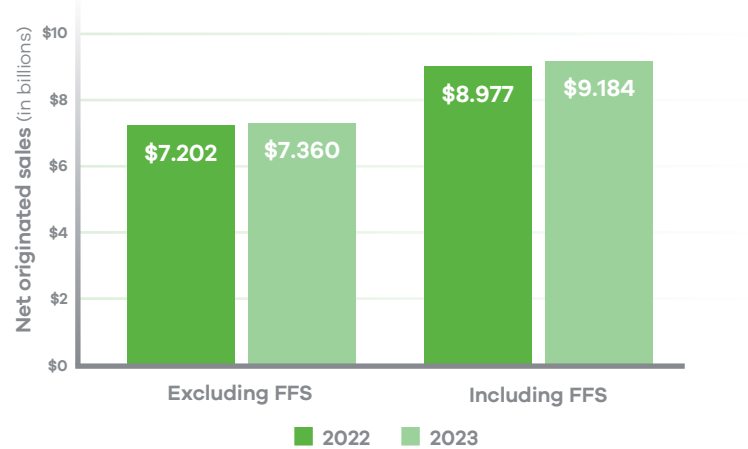
In total, the 11 respondents that provided sales information reported \$7.360 billion in net originated timeshare sales in 2023 (Figure 4). The overall percentage change in net originated timeshare sales between 2022 and 2023 was an increase of 2.2 percent as shown in Figure 5.⁹ Of the 11 respondents that provided sales information, one respondent provided data for 2023 data only. When only considering the 10 respondents that provided both 2023 and 2022 data, the overall change in net originated timeshare sales between 2022 and 2023 was an increase of 1.6 percent. Net originated sales inclusive of inventory sold under fee-for-service arrangements increased by 2.3 percent to \$9.184 billion as reported by 11 respondents, of which four respondents were providing fee-for-service activities. When excluding the one respondent that provided data for 2023 only, the net originated sales inclusive of inventory sold under fee-for-service arrangements increased by 1.8 percent. Of the 10 companies that reported net originated sales information for both 2023 and 2022, four companies reported sales increases and the remaining six reported sales decreases. This year-over-year change in sales includes the impact of sales at newly opened or acquired resorts. For this analysis, sales volume is reported by location at which the sale occurred rather than the location of the inventory.

⁸ Sales of fractional ownership interests and whole ownership are not included in the Financial Performance Survey.

⁹ Net originated sales represent completed or closed sales where all documentation has been executed and includes contracts whereby the rescission period, on a look-back method, has expired and for which the developer has received good cash funds of at least 10 percent of the sales price. Sales may be included in net originated sales even if the unit has not yet been fully constructed. Temporary sales such as trial memberships, exit programs, and sample programs are not included in net originated sales as these program types are generally considered as sales promotion programs and as such net costs are atypically included in the cost of timeshare sales.

FIGURE 4

NET ORIGINATED TIMESHARE SALES 2022 AND 2023



Source: Deloitte & Touche LLP based on a minimum of 10 respondents company survey responses for net originated sales, 4 company survey responses providing fee-for-service.

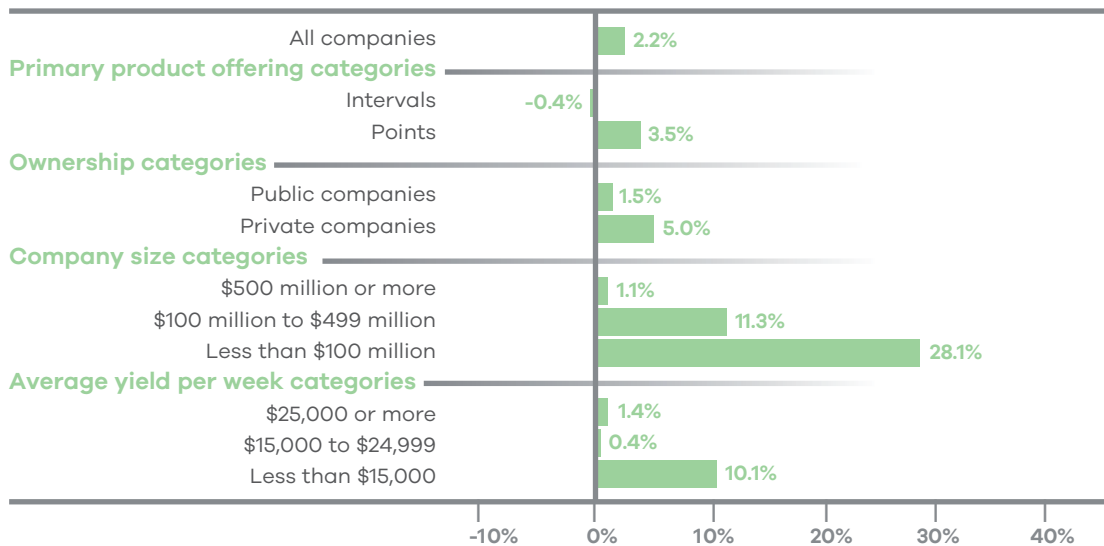
Public companies experienced a simple average increase of 1.5 percent and private companies experienced a simple average increase of 5.0 percent. When excluding the one respondent that provided 2023 data only, private companies experienced a simple average increase of 1.9 percent. Companies with \$500 million or more in net originated sales experienced a simple average increase of 1.1 percent, companies with between \$100 million and \$499 million in net originated sales experienced a simple average increase of 11.3 percent, and companies with less than \$100 million in net originated sales experienced a simple average increase of 28.1 percent (Figure 5). When excluding the one respondent that provided 2023 data only, companies with less than \$100 million in net originated sales experienced a simple average decrease of 5.9 percent.

Points companies reported a simple average increase of 3.5 percent from 2022 to 2023, compared to a 0.4 percent decrease for interval companies. When excluding the one respondent that provided 2023 data only, interval companies experienced a 2.1 percent decrease. Of the \$7.360 billion of net originated U.S. timeshare sales in 2023, \$2.406 billion (or 32.7 percent) was classified as interval sales, while \$4.954 billion (67.3 percent) was classified as points sales.¹⁰

¹⁰ In considering this split of sales volume, it is useful to consider that interval week programs that offer a timeshare points system that is backed by a deeded week or other week-based interest are classified as interval week sales.

FIGURE 5

NET ORIGINATED SALES GROWTH FROM 2022 TO 2023 BY COMPANY CATEGORY



Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses.

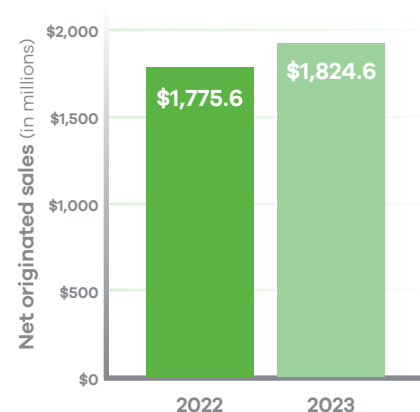
In this report, averages are typically presented as weighted by net originated sales volume. However, the percentages in the graph above are not calculated using a weighted average. The weighted average growth rate based on current year sales is 2.2 percent compared to 2022.

Fee-for-service arrangements

Services related to sales and marketing arrangements in the form of sale of timeshare interests on behalf of other developers have become an established feature within the industry over the last decade. These fee-for-service arrangements for purposes of this survey represent sales of inventory owned by other developers for which only sales and marketing services are performed on behalf of that developer. Several questions within the 2024 survey were posed related to fee-for-service arrangements. Of the 11 respondents that provided fee-for-service data, four companies are selling and marketing timeshare on behalf of other developers, while two of the respondent companies are outsourcing their selling and marketing of timeshare. Two of the four respondents providing fee-for-service had an increase in fee-for-service revenues while the remaining two experienced a decrease when compared to 2022. The overall percentage change in net originated sales under fee-for-service arrangements between 2022 and 2023 was an increase of 2.8 percent. The below chart reflects the amount of timeshare sold on behalf of others for the four respondents.

FIGURE 6

NET ORIGINATED SALES UNDER FEE-FOR-SERVICE ARRANGEMENTS

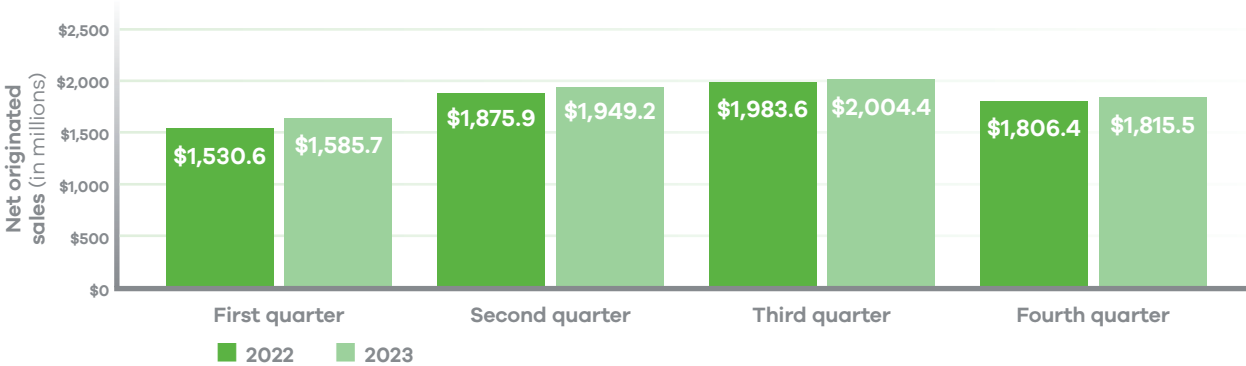


Source: Deloitte & Touche LLP based on 4 company survey responses.

Quarterly timeshare sales

Timeshare sales in many locations exhibit seasonal patterns, as popular vacation periods correspond to heightened sales activity. During 2023, timeshare sales were highest in the third quarter of the year and lowest in the first quarter, based on the responses of 10 companies (Figure 7). Net originated sales were higher for each quarter of 2023 compared to the same quarter in 2022 (Figure 7), reflecting continued growth in the industry. This resulted in an overall increase from 2022 to 2023 of 2.2 percent. When excluding the one respondent that provided 2023 data only, there was an overall increase from 2022 to 2023 of 1.6 percent.

FIGURE 7
QUARTERLY NET ORIGINATED TIMESHARE SALES, 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 10 company survey responses.

Number of locations

The Financial Performance Survey is conducted at the company level, with most companies representing multiple resorts. Of the 612 U.S. resorts represented by respondents in 2023, 486 were open and in active sales (Figure 8). Active sales resorts include resorts that did not have an on-site sales office, but which were actively sold from other sales centers. The remaining resorts were considered resorts not in active sales (126 resorts).

FIGURE 8
DISTRIBUTION OF RESORTS AND SALES CENTERS BY TYPE, U.S.

Resorts	2022	2023	Percent change
Open, in active sales	509	486	-4.5%
Not in active sales	113	126	11.5%
Total resorts	622	612	-1.6%
Sales centers			
At a resort	249	228	-8.4%
At a hotel	2	0	-100.0%
Not at a resort or a hotel	8	21	162.5%
Telesales	19	17	-10.5%
Total sales centers	278	266	-4.3%

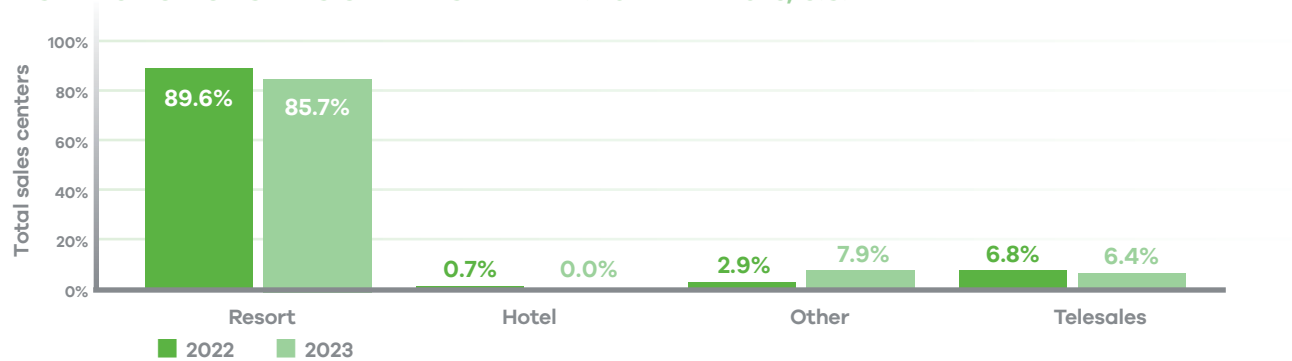
Source: Deloitte & Touche LLP based on 11 company survey responses.

Respondents to the survey were asked to provide counts of sales locations in four categories: at a resort (also referred to as on-site), at a hotel, at an off-site location not at a resort or a hotel, or at a telesales center. While most sales centers were located at a resort (228 sales centers), respondents also reported 21 off-site sales centers that were neither at a resort nor at a hotel, and 17 telesales centers.

Sales centers at resorts accounted for 85.7 percent of the overall sales centers reported in 2023 and 95.6 percent of net originated sales among the respondent companies (Figure 9 and Figure 10, respectively). Conversely, sales centers not located at a resort accounted for 14.3 percent of total sales centers, but only 4.4 percent of net originated sales in 2023.

FIGURE 9

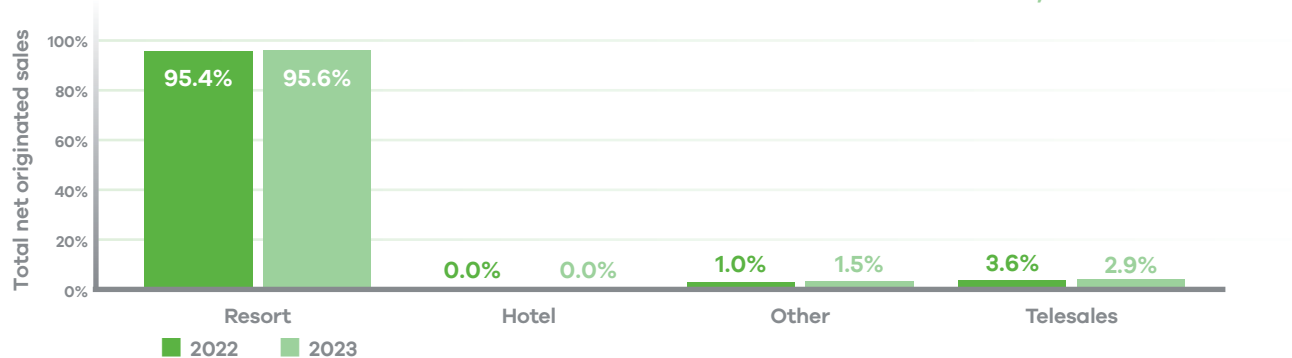
DISTRIBUTION OF SALES CENTERS BY TYPE: 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 11 company survey responses.

FIGURE 10

NET ORIGINATED SALES DISTRIBUTION BY SALES CENTER TYPE: 2022 AND 2023, U.S.

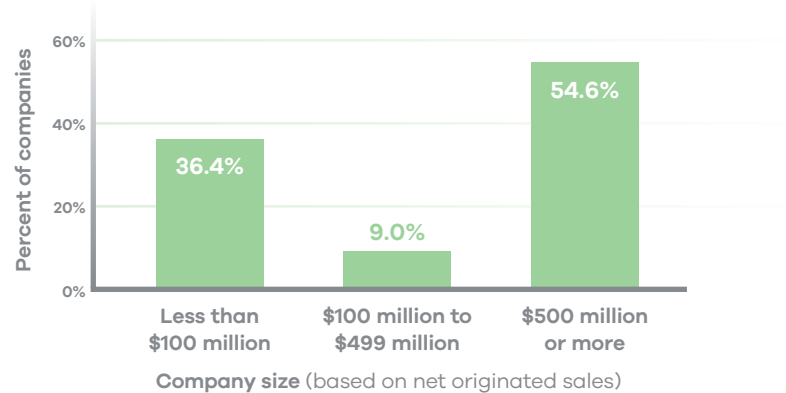


Source: Deloitte & Touche LLP based on a minimum of 10 company survey responses.

Company size

Annual net originated sales for the respondent companies ranged from \$4.8 million to \$1,803.9 million per company. Given this wide range of company sizes, this report provides breakouts by company size (based on net sales volume) to give more accurate measures of small (less than \$100 million), medium (\$100 million to \$499 million), and large (\$500 million or more) companies. The percentage of the total number of respondents in each size category (determined by 2023 net originated sales at U.S. locations) is shown in Figure 11. This gives an indication that the survey included respondents that were broadly distributed by company size.

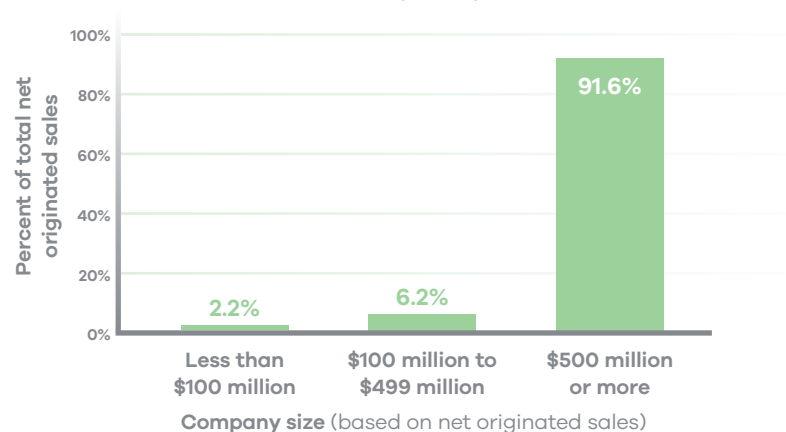
FIGURE 11
DISTRIBUTION OF COMPANIES BY
COMPANY SIZE CATEGORY, 2023



Source: Deloitte & Touche LLP based on 11 company survey responses.

Because the larger companies have substantial operations, the six companies in the largest size category (\$500 million or more) accounted for 91.6 percent of total net originated sales (Figure 12). In 2023, companies with sales between \$100 million and \$499 million represented 9.0 percent of the response base and accounted for 6.2 percent of net originated sales. Since many of the figures presented later in this study are calculated as weighted averages, it is important to keep in mind that the results of larger companies heavily influence the aggregate results presented.

FIGURE 12
DISTRIBUTION OF TOTAL NET ORIGINATED SALES
BY COMPANY SIZE CATEGORY, 2023, U.S.

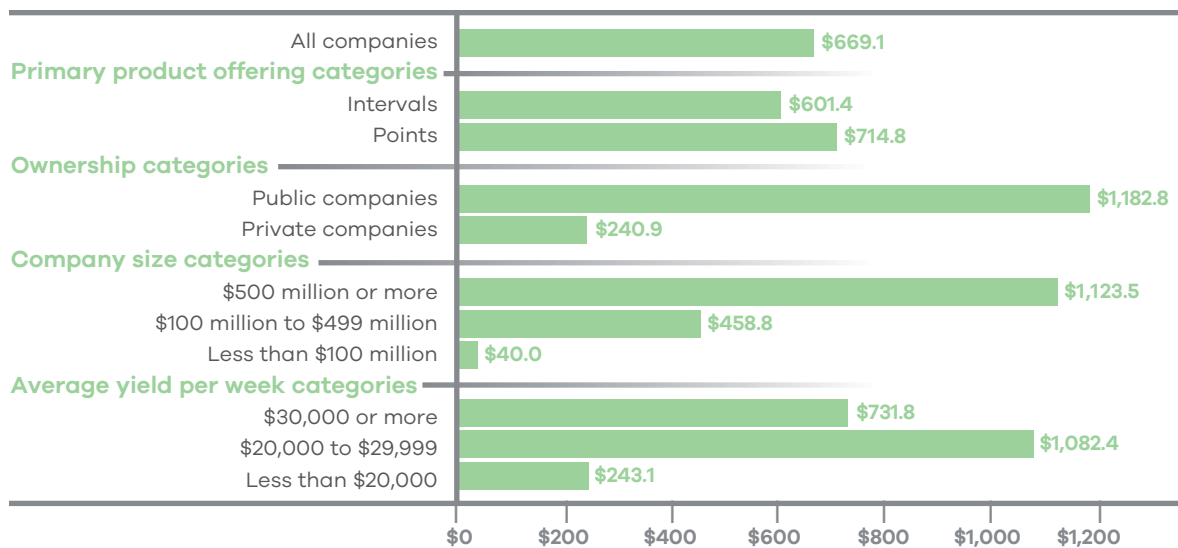


Source: Deloitte & Touche LLP based on 11 company survey responses.

Figure 13 shows the simple average of net originated sales per company (average company size) for the different company categories. Points companies averaged higher net originated sales compared to interval companies. Public companies were, on average, significantly larger than private companies. Companies that have an average yield per week of less than \$20,000 make up 6.6 percent of the total net originated sales and had the lowest net originated sales within the average yield per week categories. The average net originated sales for each of the company size categories is also provided as background information on the companies in each of those categories.

FIGURE 13

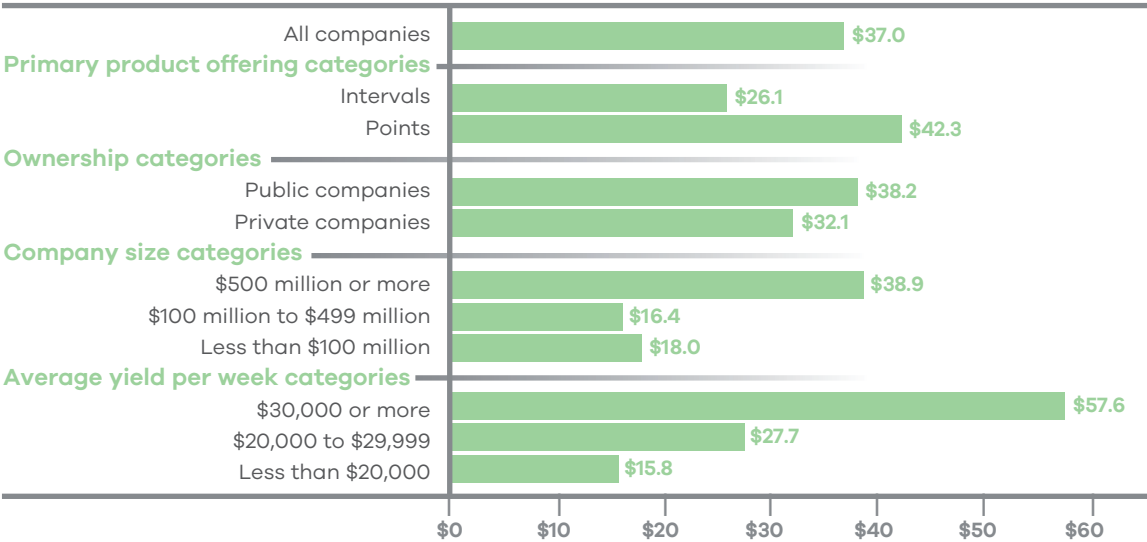
**SIMPLE AVERAGE NET ORIGINATED SALES IN MILLIONS PER COMPANY
BY COMPANY CATEGORY, 2023, U. S.**



Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

Another way to evaluate company size and sales activity is to consider the weighted average annual net originated sales per resort in active sales. Net originated sales per resort in active sales averaged \$37.0 million in 2023 (Figure 14). This amount was primarily driven by one respondent, when excluding that respondent net originated sales per resort in active sales averaged \$24.5 million in 2023. Companies primarily selling intervals reported average sales of \$26.1 million per resort in active sales, while points companies reported average sales of \$42.3 million per resort in active sales. Among all respondent categories, companies with an average yield per week of \$30,000 or more achieved the highest results with an average of \$57.6 million per resort in active sales.

FIGURE 14
WEIGHTED AVERAGE NET ORIGINATED SALES PER RESORT IN ACTIVE SALES
BY COMPANY CATEGORY (IN MILLIONS), 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

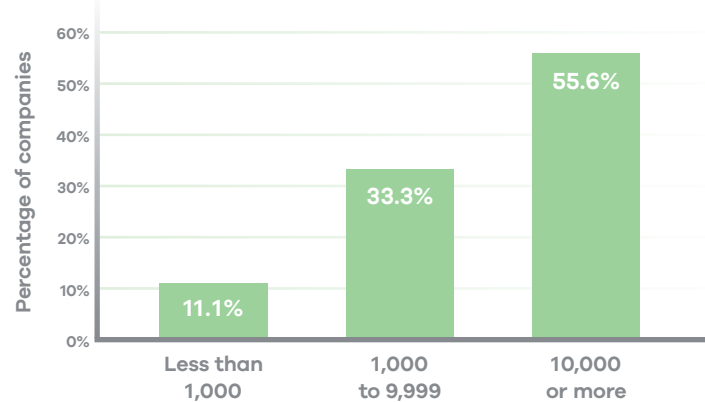
Timeshare sales measured in weeks

For the purpose of this study, respondent companies were asked to provide sales volume, measured in weeks of annual use, in order to create a common measurement of the amount of interests in time that were sold. On the survey form, it was suggested that companies with points-based programs calculate equivalent weeks sold using an implied interval week conversion factor based on internal measures.

In total, approximately 183,915 weeks of annual use were sold at U.S. sales locations in 2023 by the nine companies that responded to this question, representing a decrease of 6.9 percent from the 197,499 of annual use in 2022 (Figure 15b). The 6.9 percent decrease was primarily driven by two respondents, when excluding these two respondents there was a 2.2 percent increase in weeks sold during 2023. Approximately 55.6 percent of the respondents sold 10,000 or more timeshare weeks during 2023 (Figure 15a).

FIGURE 15a

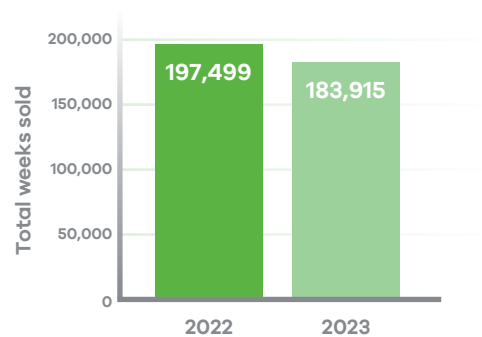
DISTRIBUTION OF COMPANIES BY ANNUAL NUMBER OF WEEKS SOLD, 2023, U.S.



Source: Deloitte & Touche LLP based on 9 company survey responses.

FIGURE 15b

TOTAL WEEKS SOLD, 2022 AND 2023, U.S.

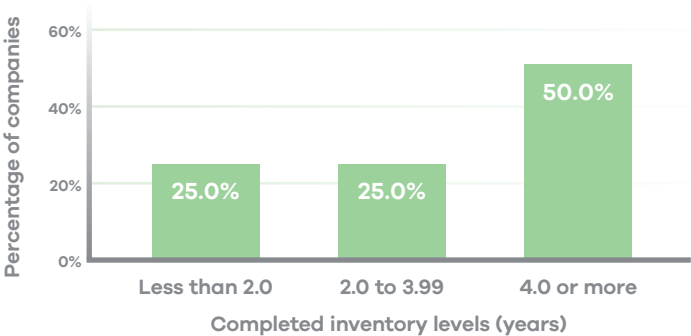


Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses.

Inventory levels

Completed timeshare inventory, for the purpose of this study, is defined as unsold completed weeks of inventory available for sale at resorts, including developer reacquired weeks. Based on nine respondent companies, there were a total of 577,544 weeks of completed inventory as of December 31, 2023. Inventory levels can be evaluated by considering the amount of inventory in relation to the company’s current sales pace. From the inventories indicated by respondent companies, inventory levels (measured in years) were calculated. This reflects the number of years that the company would need to sell its entire unsold, completed inventory if it were to maintain its 2023 sales pace. Completed inventory levels are calculated by taking the reported inventory and dividing it by the total number of weeks sold in 2023. For example, a company that had 5,000 unsold weeks of inventory at year-end 2023 after selling 2,500 weeks during 2023 would be counted as having an inventory level of two years (5,000 divided by 2,500).

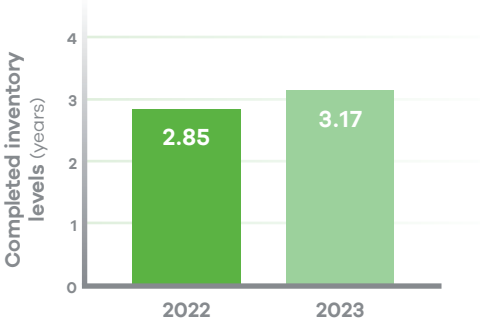
FIGURE 16a
DISTRIBUTION OF COMPANIES BY COMPLETED
INVENTORY LEVELS (YEARS), 2023, U.S.



Source: Deloitte & Touche LLP based on 8 company survey responses.

In 2023, 50.0 percent of the respondents held 4.0 or more years of completed inventory (Figure 16a). Years of completed inventory ranged from less than one year to above five years. The weighted average inventory levels of all respondents increased by 0.32 years from 2.85 years to 3.17 years from 2022 to 2023 (Figure 16b).

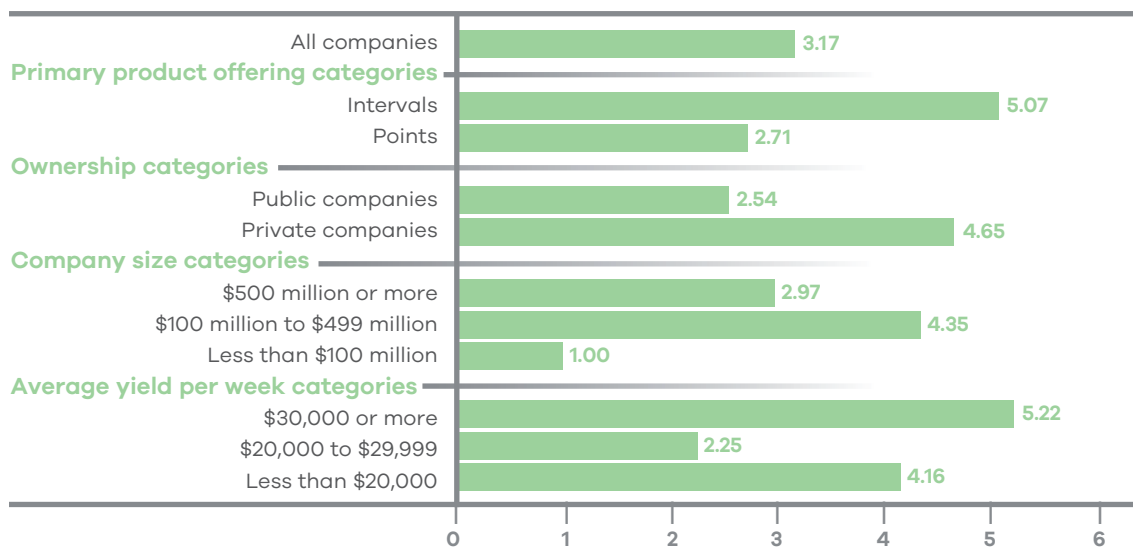
FIGURE 16b
COMPLETED INVENTORY LEVELS
(YEARS), 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 8 company survey responses.

Overall, the eight companies that provided information showed an average of 3.17 years of completed inventory available for sale, on a weighted average basis.¹¹ Completed inventory levels varied across categories (Figure 17).

FIGURE 17
COMPLETED INVENTORY LEVELS BY COMPANY CATEGORY, 2023, (IN YEARS)

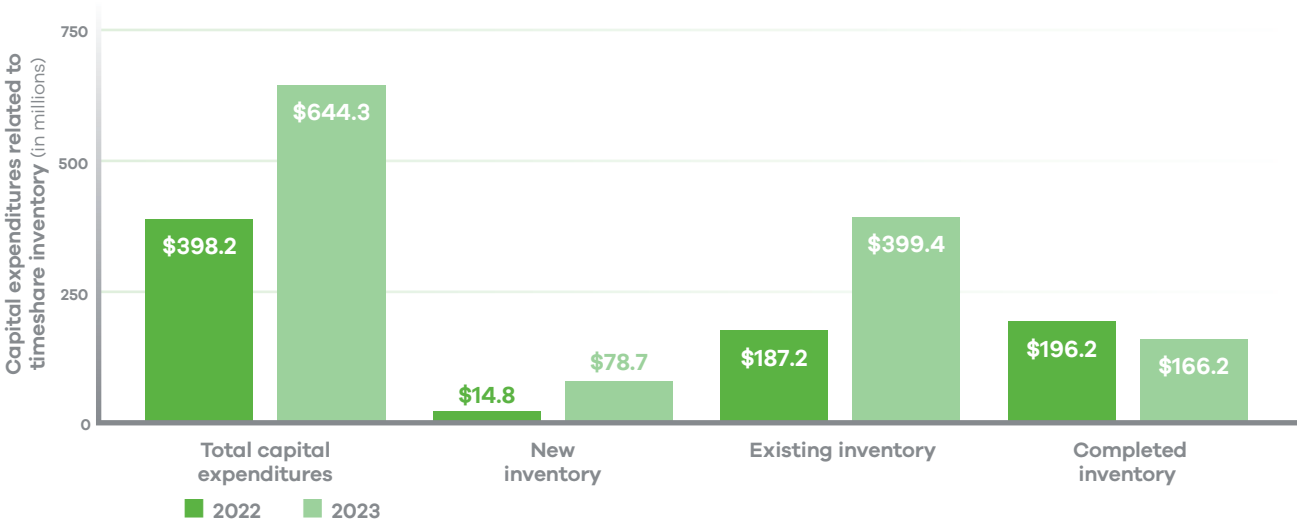


Source: Deloitte & Touche LLP based on 8 company survey responses.

¹¹ The weighted average inventory level is based on the average 2023 sales pace reported by respondents. Changes in sales pace would cause years of inventory levels to change. For example, a sales pace 15 percent below the 2023 sales pace would imply an average inventory level equal to 3.6 years of sales; similarly, a sales pace 30 percent below the 2023 sales pace would imply an average inventory level equal to 4.1 years of sales (calculations reflect rounding).

Respondents were asked a question in the 2023 survey regarding capital expenditures related to the development of timeshare inventory for both 2022 and 2023. Of the nine respondents, four respondents, or 44.4 percent, increased capital expenditures related to the development of timeshare inventory, three respondents, or 33.3 percent, decreased capital expenditures related to the development of timeshare inventory and two respondents, or 22.2 percent, had no change in capital expenditures related to the development of timeshare inventory. Capital expenditures related to the development of new timeshare inventory increased from \$14.8 million in 2022 to \$78.7 million in 2023. Capital expenditures related to the development of timeshare inventory that began construction in prior years increased from \$187.2 million in 2022 to \$399.4 million in 2023 (Figure 18).

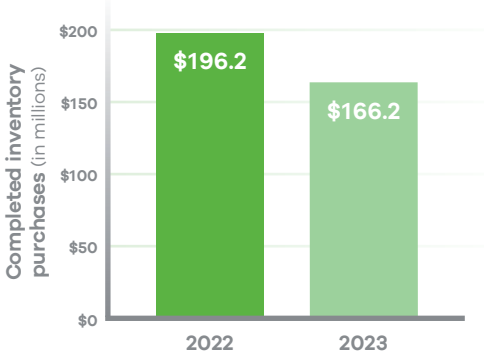
FIGURE 18
CAPITAL EXPENDITURES (IN MILLIONS)



Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses

Respondents were also asked to report capital expenditures for completed inventory (e.g., turn-key, just in time inventory purchases, buy-backs from Property Owner Associations). Eight respondent companies reported \$166.2 million in capital expenditures of completed inventory in 2023, which was a decrease of 15.3 percent compared to the \$196.2 million in capital expenditures of completed inventory in 2022 (Figure 19). One respondent company reported an increase in capital expenditures of completed inventory, two companies reported a decrease, and five companies reported no change in capital expenditures of completed inventory for 2022 or 2023. Capital expenditures of completed inventory represented approximately 25.8 percent of total capital expenditures related to timeshare inventory in 2023, compared to approximately 49.3 percent of total capital expenditures related to timeshare inventory in 2022 (Figure 19). In total, capital expenditures related to timeshare inventory increased by 61.8 percent from 2022 to 2023.

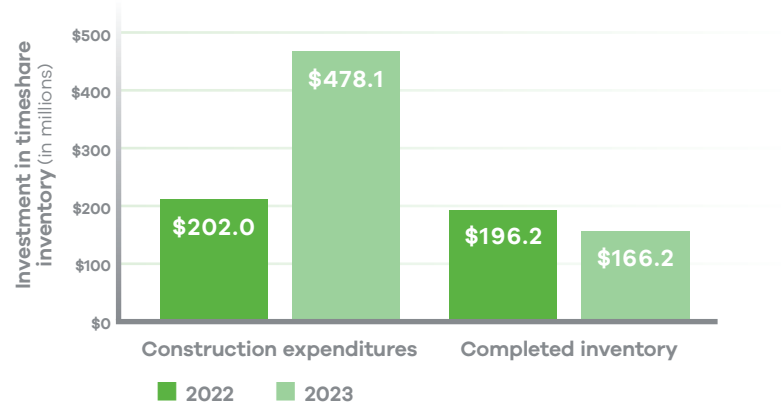
FIGURE 19
CAPITAL EXPENDITURES RELATED TO COMPLETED TIMESHARE INVENTORY (IN MILLIONS)



Source: Deloitte & Touche LLP based on 8 company survey responses

FIGURE 20

CAPITAL EXPENDITURES RELATED TO TIMESHARE INVENTORY (IN MILLIONS)

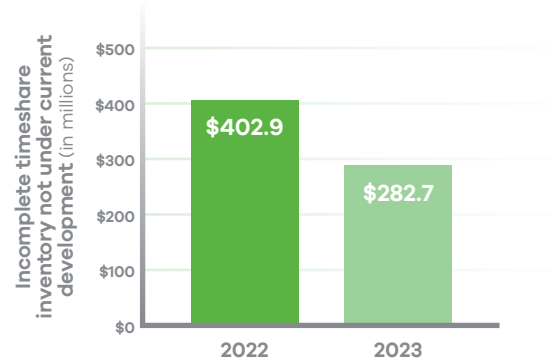


Source: Deloitte & Touche LLP based on 8 company survey responses

Respondents were also asked to report construction costs and undeveloped land included in inventory, but not under current development (i.e., inventory developments where construction has been placed on hold or is inactive). Nine respondent companies reported \$282.7 million and eight respondent companies reported \$402.9 million of construction costs and undeveloped land included in inventory, but not under current construction for 2023 and 2022, respectively, representing a decrease of 29.8 percent (Figure 21). One company reported a decrease, one company reported an increase, and six companies reported no change from 2022 to 2023.

FIGURE 21

INCOMPLETE TIMESHARE INVENTORY NOT UNDER CURRENT CONSTRUCTION (IN MILLIONS)



Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses

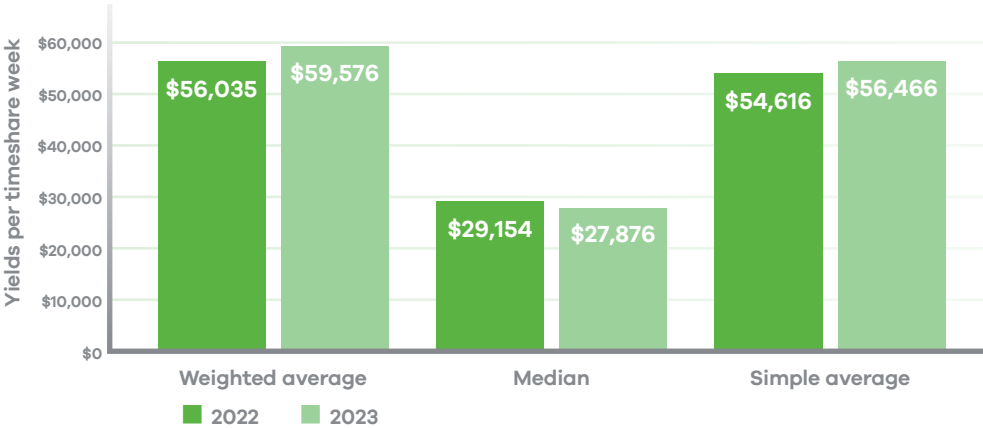
Average yield of a timeshare week

In this survey, average yield per timeshare week is used as a measure of the amount of revenue generated in relation to the amount of inventory sold. It is calculated as net originated sales volume divided by the weeks of annual use sold during the year. Yield per timeshare week can be impacted by factors other than pricing. For example, in a given year, the mix of upgrade sales or biennial sales at a company could change. Also, the mix of units sold could change, for example, as more two-bedroom units, more units in higher-priced markets, or more units in peak seasons are sold.

One example of the way that yield per timeshare week can be impacted by a factor other than changes in price relates to upgrade sales. An upgrade sale results in net originated sales value that is reflected in the numerator but does not impact the denominator. This is because no additional weeks are considered sold to a consumer in an upgrade, for example, from a one-bedroom unit to a two-bedroom unit. As a result, increased upgrade sales in one year can cause a company's yield per week to increase even if prices to consumers remain stable. Also, respondents were asked to count biennial sales, or every-other-year weeks, as half a week in the calculation of weeks sold. To the extent that biennial products achieve higher average prices per annual week sold, a shift from annual products toward biennial sales would be expected to increase the average yield of a timeshare week measure in a given year, even if the pricing of specific products did not change.

There are several different ways to analyze the average yield per timeshare week across companies: i) simple average yield, ii) weighted average yield, and iii) median yield. Each measure provides different information. The simple average yield treats each company equally, regardless of a company's contribution to aggregate net originated sales reported by survey respondents. Thus, this measure of the average yield does not distinguish between larger and smaller companies (based on net originated sales). The weighted average yield gives more weight to yields of larger companies and less weight to smaller companies. Consequently, the weighted average yield reflects sales activity and represents a measure closer to the typical yield. The median yield is that average yield per week, which is in the middle of the range, i.e., 50 percent of the companies reported average yields above the median and 50 percent reported average yields below the median. Because it is less influenced by the extremes, the median is also a useful measure to consider.

FIGURE 22
MEDIAN AND AVERAGE YIELD PER TIMESHARE WEEK, 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses.

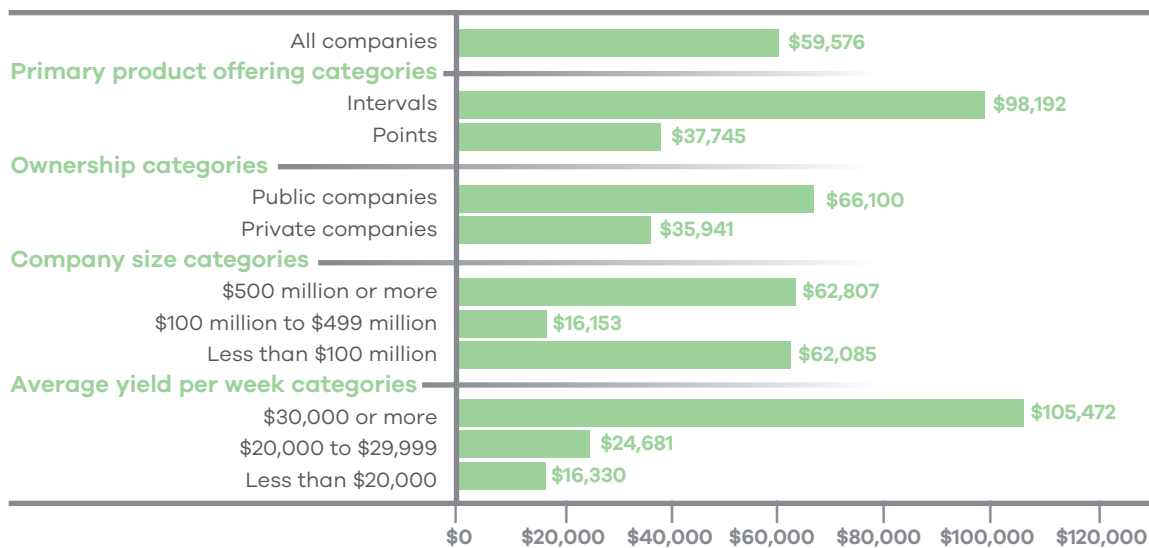
Overall, the different methods of comparing yields show that the typical yield of a U.S. timeshare week in 2023 was between \$27,876 and \$59,576. The broadest measure of yield, the weighted average yield, was \$59,576 per week sold in 2023 as compared to \$56,035 per week sold in 2022, an increase of 6.3 percent.

The various categories of development companies exhibit different weighted average yields per week. Overall, interval companies, public companies, large sized companies and small companies showed higher average yields per week, while points companies, private companies, and medium companies showed lower average yields per week. Weighted averages for specific categories of companies are shown in Figure 23.

The weighted average yield per week for companies that primarily sold interval product was \$98,192 in 2023, compared to \$37,745 for companies that primarily sold points product. The average yield per week for points sales is based on the net originated sales for points product divided by the number of equivalent weeks sold, as reported by the respondents.

The weighted average yield per week achieved by companies in the \$100 million to \$499 million company size category was \$16,153 per week. The average yield per week in each of the yield per week categories is also shown in Figure 23 to provide background information on the companies in each of those categories.

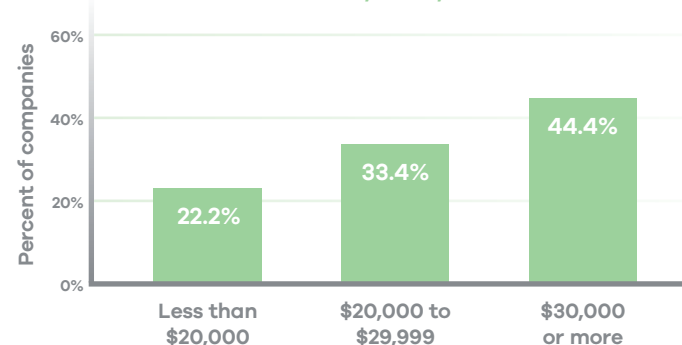
FIGURE 23
WEIGHTED AVERAGE YIELD PER WEEK BY COMPANY CATEGORY, 2023, U.S.



Source: Deloitte & Touche LLP based on 9 company survey responses.

The average yield per week in 2023 ranged from approximately \$16,153 to \$132,580. Approximately 77.8 percent of all respondents reported weighted average yields per week of \$20,000 or more during 2023 (Figure 24).

FIGURE 24
DISTRIBUTION OF COMPANIES BY WEIGHTED AVERAGE YIELD PER WEEK, 2023, U.S.



Source: Deloitte & Touche LLP based on 9 company survey responses.

Sales tour metrics

Sales operations are a key process in the timeshare development business, and tours, which refer to sales presentations to consumers, are a fundamental step in the process. Frequently, such presentations occur on-site at a resort and include a tour of the resort units and amenities. Each sales session is counted as a tour, whether it occurs on-site at a resort or at an off-site sales center. Frequently, consumers are offered an incentive, such as a reduced-price hotel or resort stay that is contingent on completing the tour, whether or not the consumer chooses to buy. The percentage of consumers who purchase a timeshare interest, whether it is one week, two weeks, an upgrade of an existing week, or a purchase of points (excluding sampler and/or trial programs), is referred to as the net close rate or closing efficiency. The average net originated sale per transaction (purchase of a timeshare interest), not including telesales, is referred to as the average transaction value. The average net originated sale per tour is referred to as volume per guest (VPG).

In 2023, 10 respondents reported approximately 2.09 million tours, compared to 1.88 million tours in the previous year. These 10 respondents also reported tours by existing and new owners. Of the 2.09 million tours, new owners count for 54.7 percent, or 1.14 million tours, while existing owners count for 45.3 percent, or 0.95 million tours (Figure 26). There were 321,827 sales transactions reported in 2023 yielding an average net close rate of 15.8 percent (Figure 25). The average transaction value was \$27,808¹² and the average volume per guest was \$4,212. The net close rate, average transaction value, and volume per guest were calculated using weighted averages as opposed to simple averages to reflect the overall industry trend by survey respondents. These calculations were weighted based on net originated sales excluding telesales and including fee for service sales, which totaled \$8.880 billion in 2023. These same respondents reported total net originated sales including telesales of \$9.145 billion. The results in Figure 25 also show weighted average sales metrics for company categories by company size and average yield per week. As in other figures, the average yield per week categories refer to the overall average yield realized by the company. Note the totals of average yield per week data do not sum to the total for all respondents in Figure 25 as three companies did not provide yield data. Consistent with the amounts throughout this report, the amounts in the sales tour metrics are calculated as weighted averages. In addition, we calculated the simple averages of the close rate, volume per guest, and average transaction value for 2023, which were 15.4 percent, \$4,254 and \$27,593, respectively.

FIGURE 25
SALES TOURS METRICS BY COMPANY CATEGORY, 2023, U.S.

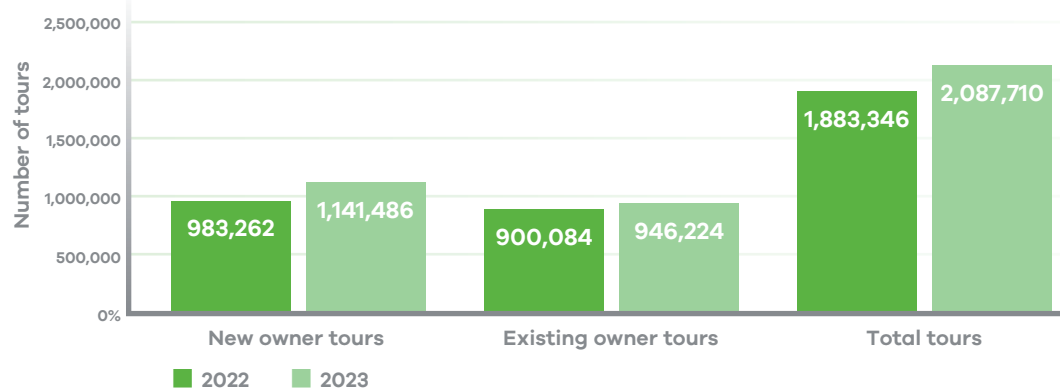
	All respondents	Company size			Average yield per week		
		\$500M or more	\$100M to \$499M	Less than \$100M	\$30,000 or more	\$20,000 to \$29,999	Less than \$20,000
Number of tours	2,087,710	1,895,093	147,078	45,539	744,224	935,195	157,489
Number of sales transactions	321,827	283,505	29,924	8,398	136,669	116,747	32,516
Net close rate	15.8%	15.5%	20.3%	20.1%	18.2%	12.9%	20.5%
Net originated sales excluding telesales (mill)	\$8,880.1	\$8,312.8	\$457.2	\$110.1	\$4,303.0	\$3,321.4	\$477.2
Weighted volume per guest ("VPG")	\$4,212	\$4,263	\$3,108	\$5,169	\$5,036	\$3,706	\$3,059
Weighted average transaction value	\$27,808	\$28,512	\$15,278	\$30,292	\$29,230	\$29,456	\$14,961

Source: Deloitte & Touche LLP Company size data based on a minimum of 9 company survey responses, Average yield per week data based on a minimum of 7 company survey responses.

¹² The average transaction value of \$27,808 (based on 9 respondents) is lower than the average yield per timeshare week of \$59,576 (based on 9 respondents). These measures refer to two different concepts, with average transaction value referring to net originated sales revenue per transaction, and yield per timeshare week referring to net originated sales divided by the number of weeks of annual use sold during the year. Because some transactions result in the sale of less than a full year of incremental annual use, for example, the sale of a biennial or the sale of an upgrade, there is generally a greater number of transactions than annual weeks of inventory sold.

FIGURE 26

TOURS, 2022 AND 2023, U.S., NEW OWNERS, EXISTING OWNERS, AND TOTAL

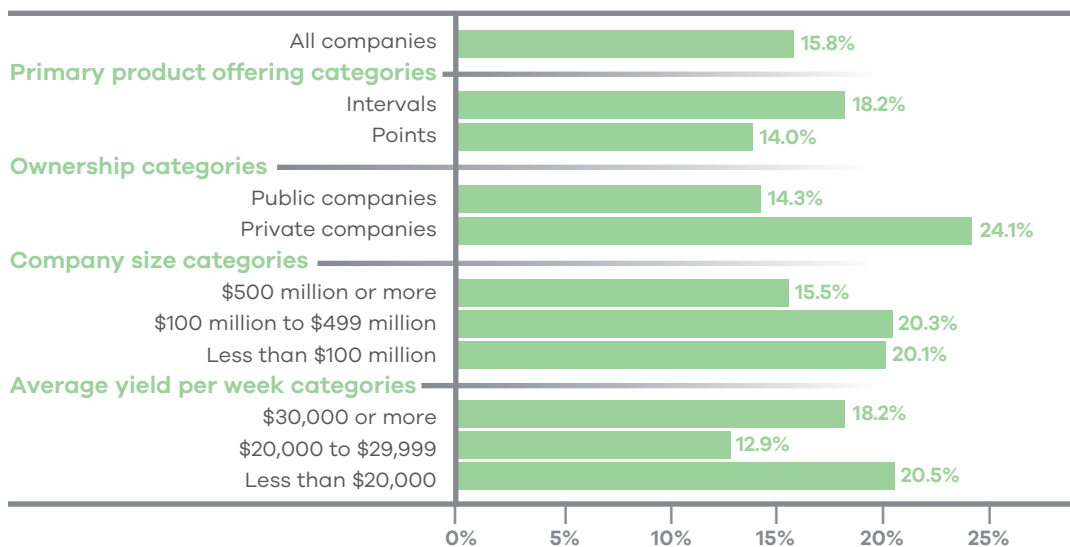


Source: Deloitte & Touche LLP based on 10 company survey responses.

The net close rate, which refers to sales transactions (after removing rescissions and excluding telesales) generated per tour, was reported to be 15.8 percent in 2023 for all respondent companies on average, which decreased from the 18.3 percent reported in 2022 (as reported by respondents in the current survey). Private companies reported an average net close rate of 24.1 percent in 2023, compared with public companies, which reported an average net close rate of 14.3 percent (Figure 27a). In addition, interval companies tended to have higher net close rates than points companies as shown below. In regard to the question asking respondents for a breakout of tours, sales transactions and net originated sales between existing owners and new owners, a minimum of eight respondents provided year-over-year data indicating the close rate for existing owners decreased from 18.9 percent in 2022 to 15.9 percent in 2023, while the close rate for new owners decreased from 17.1 percent in 2022 to 16.0 percent in 2023 (Figure 27b).

FIGURE 27a

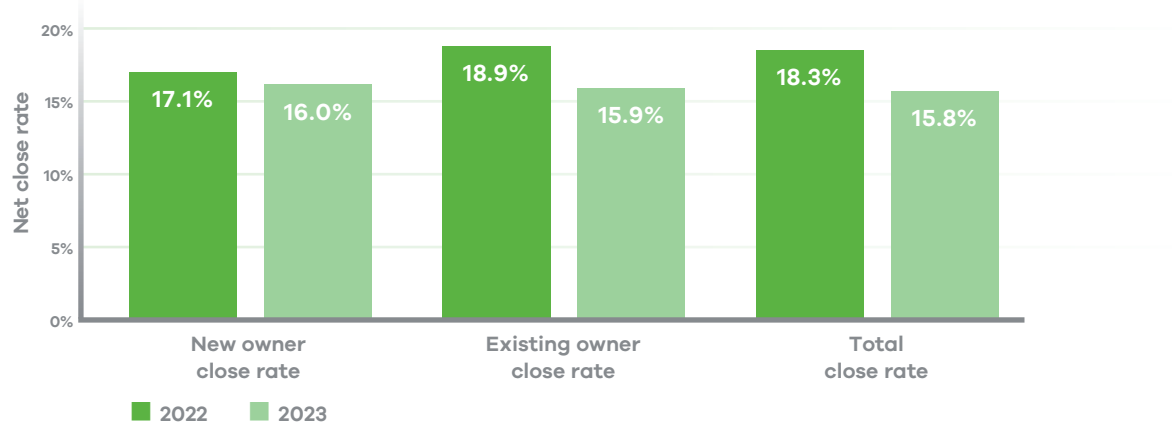
WEIGHTED AVERAGE NET CLOSE RATE BY COMPANY CATEGORY, 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

FIGURE 27b

NET CLOSE RATE, 2022 AND 2023, NEW OWNERS, EXISTING OWNERS AND TOTAL

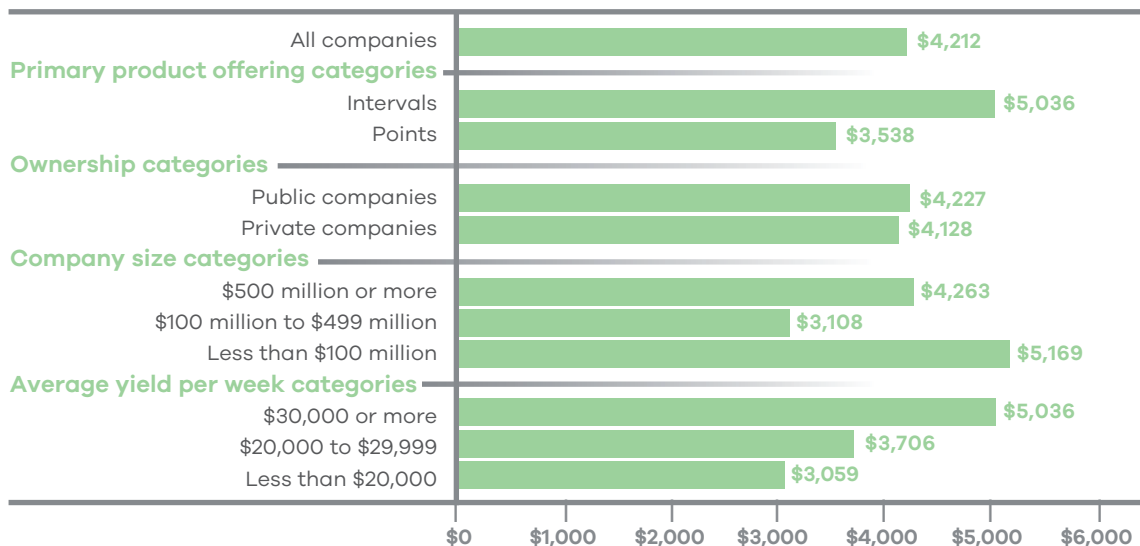


Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses.

VPG represents timeshare sales revenue measured on a “per tour” basis and is calculated by dividing net originated sales, excluding telesales, by the number of tours hosted. In 2023, nine companies reported a weighted average VPG of \$4,212 (Figure 28) which decreased from \$4,653 as reported by the same respondents for 2022.

FIGURE 28

VOLUME PER GUEST BY COMPANY CATEGORY, 2023, U.S.

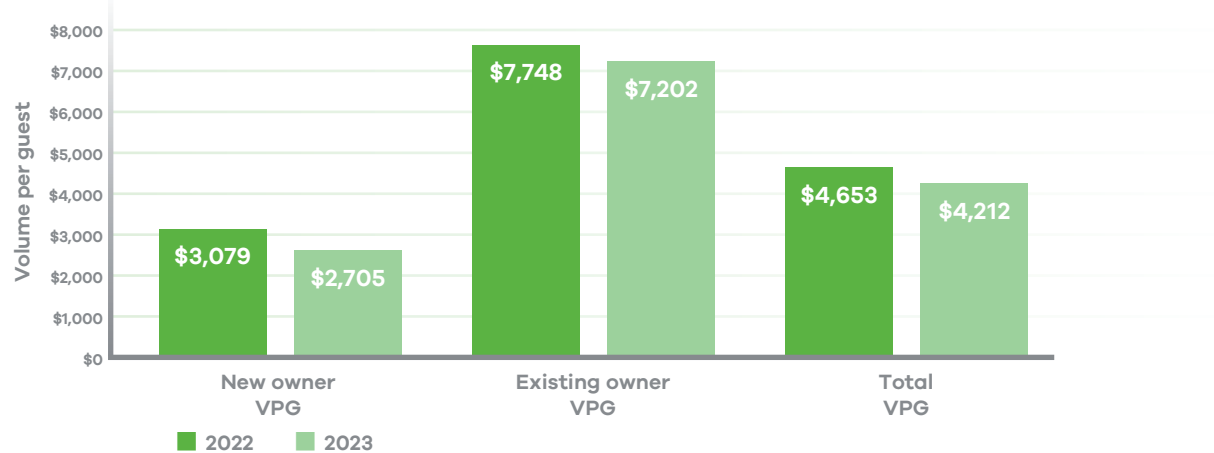


Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

In regard to the question asking respondents for a breakout of tours, sales transactions, and net originated sales between existing owners and new owners, nine respondents provided year-over-year data indicating the volume per guest for existing owners decreased from \$7,748 in 2022 to \$7,202 in 2023, while the volume per guest for new owners decreased from \$3,079 in 2022 to \$2,705 in 2023 (Figure 29).

FIGURE 29

VOLUME PER GUEST, 2022 AND 2023, U.S., NEW OWNERS, EXISTING OWNERS, AND TOTAL

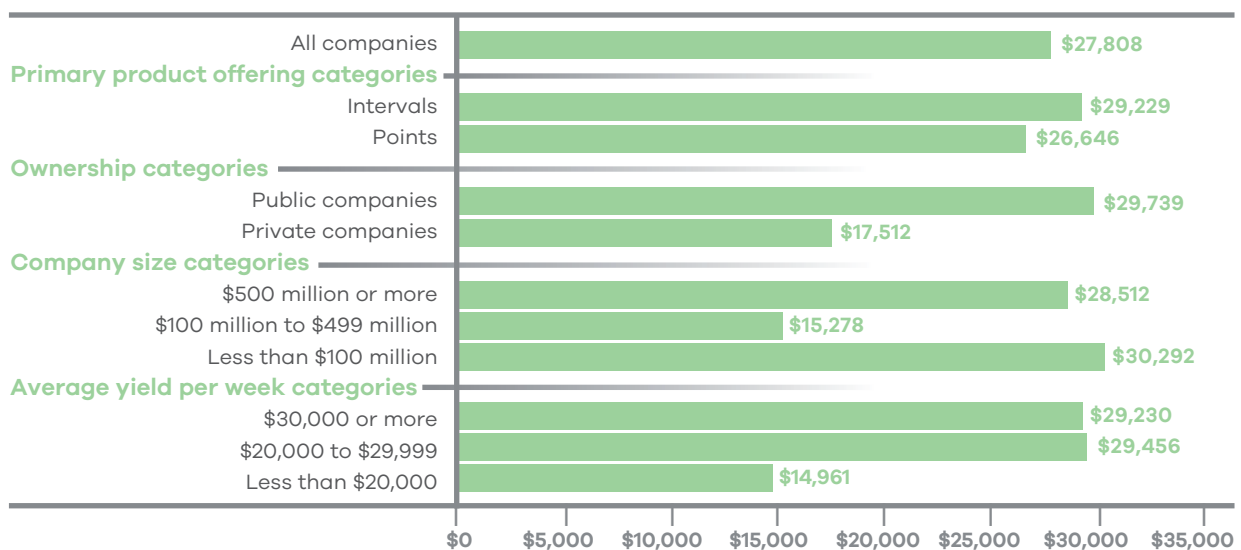


Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

Survey respondents reported a weighted average transaction value of \$27,808 in 2023, which increased from \$25,592 in the previous year. In general, medium sized companies reported lower transaction values than small and large sized companies; companies with net originated sales between \$100 million and \$499 million reported the lowest average transaction value for the company size category reporting \$15,278 in 2023 (Figure 30). Public companies tended to have higher transaction values than private companies.

FIGURE 30

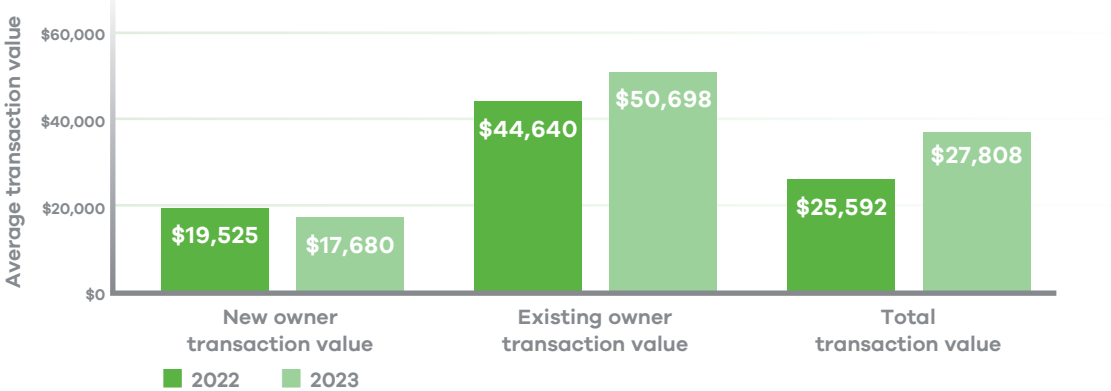
AVERAGE TRANSACTION VALUE BY COMPANY CATEGORY, 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

In regard to the question asking respondents for a breakout of tours, sales transactions, and net originated sales between existing owners and new owners, eight respondents provided year-over-year data indicating the average transaction value for new owners decreased from \$19,525 in 2022 to \$17,680 in 2023 and the average transaction value for existing owners increased from \$44,640 in 2022 to \$50,698 in 2023 (Figure 31). The averages shown herein were calculated using a weighted average.

FIGURE 31
AVERAGE TRANSACTION VALUE, 2022 AND 2023, U.S., NEW OWNERS,
EXISTING OWNERS, AND TOTAL



Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses.

The sales tour metrics presented in this section are based on the total number of sales transactions and total net originated sales, which include both existing owner and new owner sales transactions as well as sales made for other developers under fee-for-service arrangements. In total, 10 respondent companies provided detailed information indicating that net originated sales volume (excluding telesales) resulting from existing owner sales increased from 67.7 percent in 2022 to 67.9 percent in 2023. Conversely, the remainder of net originated sales volume resulting from new owner sales decreased from 32.3 percent in 2022 to 32.1 percent in 2023 (Figure 32a).

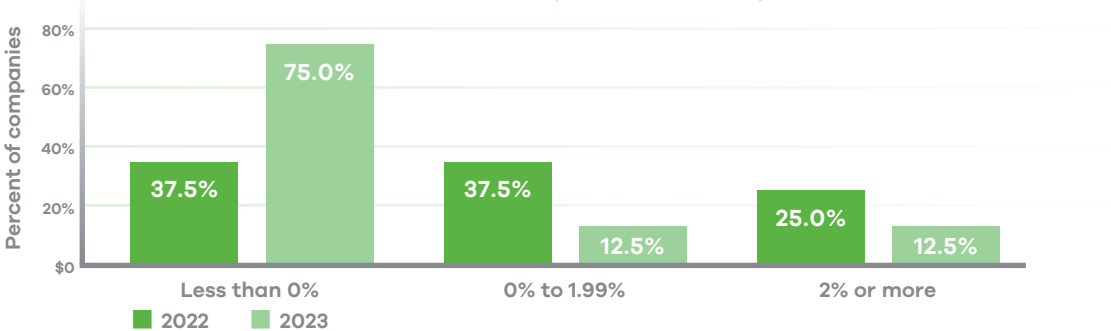
Further, eight respondent companies provided owner growth information for 2023 indicating 75.0 percent of companies reported a decline in owners over the prior year, while 12.5 percent reported growth of 2.0 percent or more (Figure 32b).

FIGURE 32a
NEW OWNER SALES AND EXISTING
OWNER SALES AS A SHARE OF NET
ORIGINATED SALES VOLUME, 2023, U.S.



Source: Deloitte & Touche LLP based on 10 company survey responses.

FIGURE 32b
OWNER GROWTH RATE OVER PRIOR YEAR, 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 8 company survey responses.

Revenue Recognition

CHAPTER FOUR

The standards in ASC 606 provide accounting guidance for all entities that have contracts with customers, including entities that sell real estate timeshare interest.

In addition to rescissions, companies also deduct from revenue an estimated percentage of financed sales that are likely to become uncollectible. If a contract does not meet the criteria in ASC 606 at contract inception, no revenue can be recognized until either the contract existence criteria are met or other conditions are satisfied. Companies estimate the portion of financed sales that are expected to be uncollectible and deduct that amount from sales revenue. Estimates are based on actual receivables collection experience and other considerations. Per the Accounting Standards Update (ASU) 2014-09 codified in ASC 606, companies most likely still deduct from revenue the estimated uncollectible sales as it represents variable consideration.

This deduction for uncollectible sales, as well as three specific deferrals, affects the level of revenue recognized according to GAAP in a specific period. The deferral for rescission period results from sales that have not yet cleared the applicable statutory rescission period. The deferral for buyer commitment applies to sales on which the necessary buyer commitment has not yet been collected by the seller if a commitment is required in order to transfer control of the timeshare. Meanwhile, deferrals occur for when construction is not yet complete.

Adjustments and deferrals are consistent with the principles of revenue recognition from an accounting perspective. Timeshare companies also typically use net originated sales, calculated as gross sales minus rescissions, but before reduction of revenue for uncollectible accounts and deferrals, as an important measure of the level of sales generated in a period. To provide an example of the relationship between gross sales, net originated sales, and revenue according to GAAP, the Financial Performance Survey collected relevant revenue recognition information from companies in a table format. For the purposes of discussion, these results have been calculated in relation to \$100.00 of net originated sales rather than as percentages. The aggregate results, provided in Figure 33, show that after an average of \$12.39 in rescissions, on a weighted average basis, \$112.39 in gross sales in 2023 generated \$100.00 of net originated sales.¹³ From this \$100.00, an average of \$15.75 was deducted as a reduction of revenue for uncollectible accounts, \$0.20 was deducted as net deferrals for sales that had not yet cleared the rescission period, and \$0.06 was deducted as net deferrals for buyer commitment. In total, each \$100.00 in net originated sales generated \$83.99 in sales for accounting purposes after these adjustments, which after a subtraction of \$0.45 for net sales recognized for projects that were under construction, resulted in \$83.54 in sales revenue according to GAAP. Some of the differences between net originated sales and GAAP revenue are timing differences, rather than permanent differences, as the deferrals for the rescission period and buyer commitment may eventually be recognized as GAAP revenue.

¹³ The 11 respondents shown in Figure 33 reported \$8.4 billion of net originated U.S. sales excluding sales under fee-for-service arrangements.

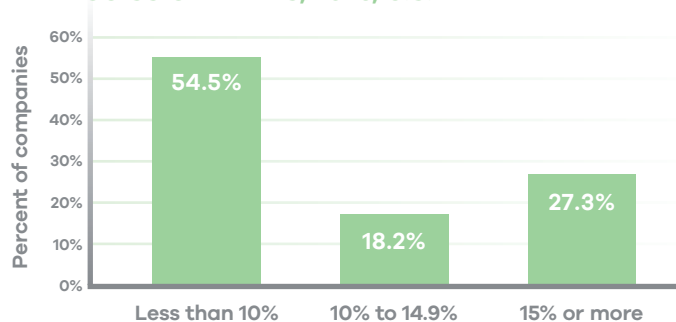
FIGURE 33**TIMESHARE SALES REVENUE PER \$100
IN NET ORIGINATED SALES, 2023, U.S.**

	All respondents	Public companies	Private companies
Gross sales	\$112.39	\$113.67	\$106.77
Rescissions	(12.39)	(13.67)	(6.77)
Net originated sales	\$100.00	\$100.00	\$100.00
Reduction of revenue for uncollectible accounts	(15.75)	(14.50)	(20.91)
Net deferrals for rescission period	(0.20)	(0.19)	0.00
Net deferrals for buyer commitment	(0.06)	(0.06)	(0.04)
Sales after reduction for uncollectible accounts, and deferrals for rescission period and buyer commitment	\$83.99	\$85.25	\$79.05
Net recognized for projects that were under construction	(0.45)	(0.56)	0.00
Sales revenue according to GAAP	\$83.54	\$84.69	\$79.05

Source: Deloitte & Touche LLP based on 11 company survey responses (5 public companies and 6 private companies).

Rescissions¹⁴

For the 11 respondent companies that provided rescission information, the weighted average rescission rate (dollar value of rescissions as a percentage of gross sales) increased from 11.9 percent in 2022 to 12.4 percent in 2023. The rescission question excludes depositary rescissions. Depositary rescissions refer to situations in which the buyer has made a deposit but has not yet provided the down payment necessary to qualify the transaction as a contract sale. These are therefore not counted in gross sales, and are therefore not counted as rescissions. Rescission rates reported by companies varied across a wide range. Six companies reported rescission rates below 10 percent for 2023, while five others reported rates of 10 percent or more (Figure 34a).

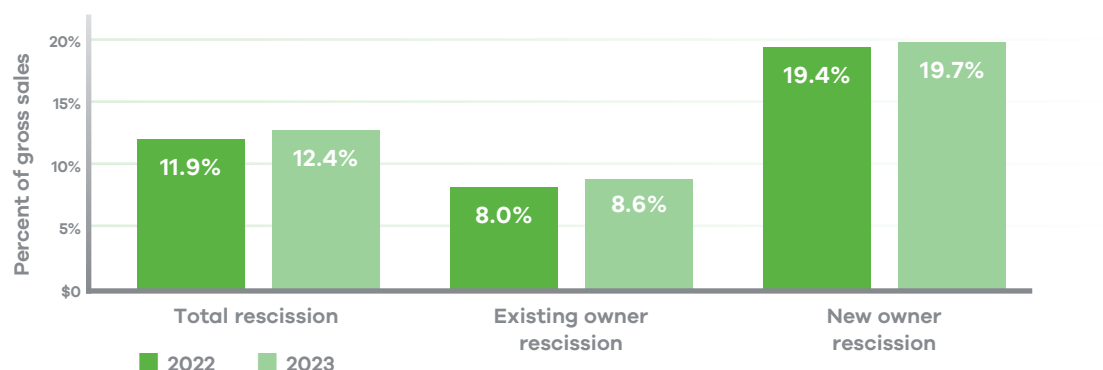
FIGURE 34a**DISTRIBUTION OF COMPANIES
BY RESCISSION RATES, 2023, U.S.**

Source: Deloitte & Touche LLP based on 11 company survey responses.

¹⁴ Rescissions here refer to the statutory right of the buyer to cancel a sales contract within a certain defined time period and obtain a return of all consideration paid to the seller.

FIGURE 34b

RESCISSION RATES (AS A % OF GROSS SALES)

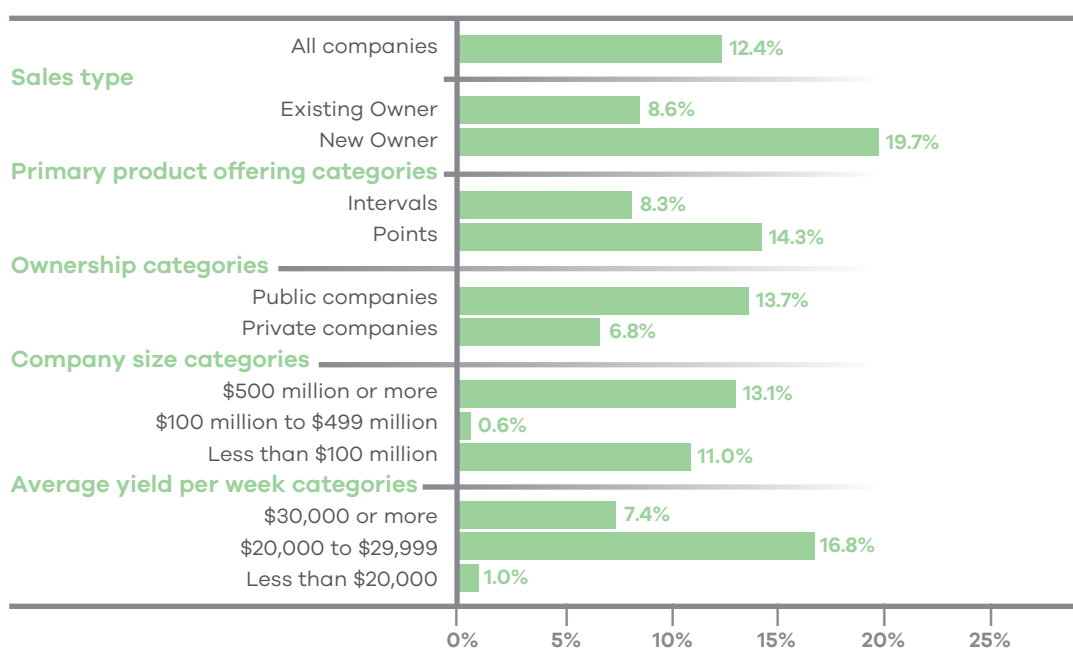


Source: Deloitte & Touche LLP based on a minimum of 10 company survey responses.

Variations in rescission rates were observed from one company category to another in 2023. Differences are evident between interval and points companies, with interval companies achieving lower average rescission rates (Figure 35). Differences were also noted in the company size categories as companies with net originated sales of \$500 million or more reported the highest average rescission rate of 13.1 percent within the category compared to the 0.6 percent reported by companies with net originated sales between \$100 million and \$499 million and the 11.0 percent reported by companies with net originated sales less than \$100 million. Existing owner sales achieved a lower average rescission rate compared to new owner sales at 8.6 percent and 19.7 percent, respectively. As with other areas analyzed in this report, it is possible that differences between categories, such as differences between interval and points companies, may represent the characteristics of the specific companies responding rather than an underlying relationship based on product type.

FIGURE 35

RESCISSION RATES BY COMPANY CATEGORY (AS % OF GROSS SALES), 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

The Financial Performance Survey collects information on expenses of timeshare sales operations to report on a set of ratios that are recognized as some of the key measures in the business.

The “key ratios” question in this year’s edition of the Financial Performance Survey follows the format established in previous years’ editions and includes:

- 1 A line for estimated uncollectible sales (as a result of consistent guidance in ASC 978 and ASC 606)
- 2 Guidance for respondents to report only general and administrative costs related to timeshare sales operations
- 3 A line for the pre-tax margin of timeshare sales operations
- 4 Guidance that the total of the seven key ratios lines is expected to sum to 100 percent
- 5 Guidance that the respondents should only report on sales related inventory owned by the developer (i.e., respondents were not to include inventory sold on behalf of others)

As in previous years, the key ratios have been calculated as percentages of net originated sales. Net originated sales was used as the denominator in calculating the ratios, rather than sales revenue in accordance with GAAP, because it is not affected by deferrals that affect the timing of GAAP sales revenue. Key ratio results are summarized in this report in table format, with separate subsections providing more in-depth analysis of each line item.

A majority of respondents completed the key ratios section of the survey. The results show that the largest line items were other sales and marketing costs at 24.3 percent of net originated sales, sales commissions at 17.9 percent and product costs were 12.8 percent (Figure 36). The weighted average pre-tax margin on timeshare sales operations was 18.8 percent. Several differences were apparent between interval companies and points companies, as well as between public companies and private companies. In particular, relative to public companies, private companies reported higher estimated uncollectible sales, lower product costs, consistent sales commissions, higher general and administrative costs, and lower HOA subsidies and/or maintenance fees, resulting in a lower weighted average pre-tax margin.

FIGURE 36

KEY RATIOS AS A % OF NET ORIGINATED SALES VALUE, 2023, U.S.

	All respondents	Interval companies	Points companies	Public companies	Private companies
Estimated uncollectible sales	17.0%	20.2%	15.5%	13.8%	30.7%
Cost of sales, also referred to as product cost	12.8%	18.1%	10.3%	13.9%	8.4%
Sales commissions	17.9%	18.8%	17.5%	17.9%	17.9%
Other sales and marketing costs	24.3%	21.1%	25.9%	23.9%	26.0%
Sub-total: Sales commissions and other sales and marketing costs	42.2%	39.9%	43.4%	41.8%	43.9%
General and administrative costs related to timeshare sales operations	6.5%	6.4%	6.6%	5.6%	10.7%
HOA subsidies and/or maintenance fees	2.7%	0.0%	3.9%	3.3%	0.0%
Pre-tax margin of timeshare sales operations	18.8%	15.4%	20.3%	21.6%	6.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Source: Deloitte & Touche LLP based on 9 company survey responses.

Differences were also evident in the results reported by medium companies compared to large and small companies, including medium companies generally showing the highest estimated uncollectible sales, highest other sales and marketing costs, lowest cost of sales, highest sales commissions, the lowest general and administrative costs related to timeshare sales operation, and the lowest HOA subsidies and/or maintenance fees, resulting in the highest pre-tax margins (Figure 37). Due to the various inventory purchase and recapture arrangements, the product cost percentages are subject to fluctuation year over year. The following sections provide further analysis on each line item category.

FIGURE 37

KEY RATIOS AS A % OF NET ORIGINATED SALES VALUE, 2023, U.S.

	Company size			Average yield per week		
	\$500M or more	\$100M to \$499M	Less than \$100M	\$30,000 or more	\$20,000 to \$29,999	Less than \$20,000
Estimated uncollectible sales	16.9%	20.1%	8.2%	17.0%	16.5%	20.1%
Cost of sales, also referred to as product cost	12.9%	9.6%	24.1%	18.8%	8.0%	9.6%
Sales commissions	17.5%	25.3%	15.7%	16.0%	17.8%	25.3%
Other sales and marketing costs	24.3%	24.9%	23.0%	24.6%	22.4%	24.9%
Sub-total: Sales commissions and other sales and marketing costs	41.8%	50.2%	38.7%	40.6%	40.2%	50.2%
General and administrative costs related to timeshare sales operations	6.7%	0.0%	29.0%	8.2%	5.8%	0.0%
HOA subsidies and/or maintenance fees	2.8%	0.0%	0.0%	0.0%	6.0%	0.0%
Pre-tax margin of timeshare sales operations	18.9%	20.1%	0.0%	15.4%	23.5%	20.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

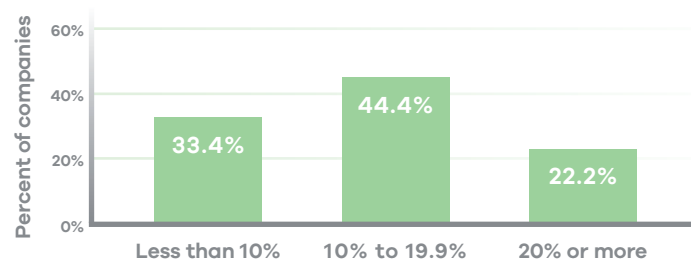
Estimated uncollectible sales

As mentioned in the section above on revenue recognition, according to ASC 978 and ASC 606, uncollectible sales occur when a receivable becomes either wholly uncollectible or is modified in some manner that results in less than 100 percent collection of the original note. Companies estimate the portion of sales that are expected to be uncollectible and deduct that amount from sales revenue. Estimates are based on actual receivables collection experience and other considerations.

At least quarterly for public companies and annually for private companies, companies evaluate their receivables, estimate the amount they expect to ultimately collect, and evaluate the adequacy of their allowance. If necessary, companies adjust their allowance through a corresponding adjustment to current-period revenue through the estimated uncollectible sales account. As a result, the amount a company calculates as a deduction for estimated uncollectible sales during a period may not only relate to sales being recognized in that period but may also include adjustments being made to the allowance for uncollectible sales made in previous periods. For the purpose of this analysis, companies were asked to exclude such retrospective adjustments being made for prior periods so as to provide a more stable measure of uncollectible sales.

FIGURE 38

DISTRIBUTION OF COMPANIES BY ESTIMATED UNCOLLECTIBLE SALES (AS A % OF NET ORIGINATED SALES), 2023, U.S.



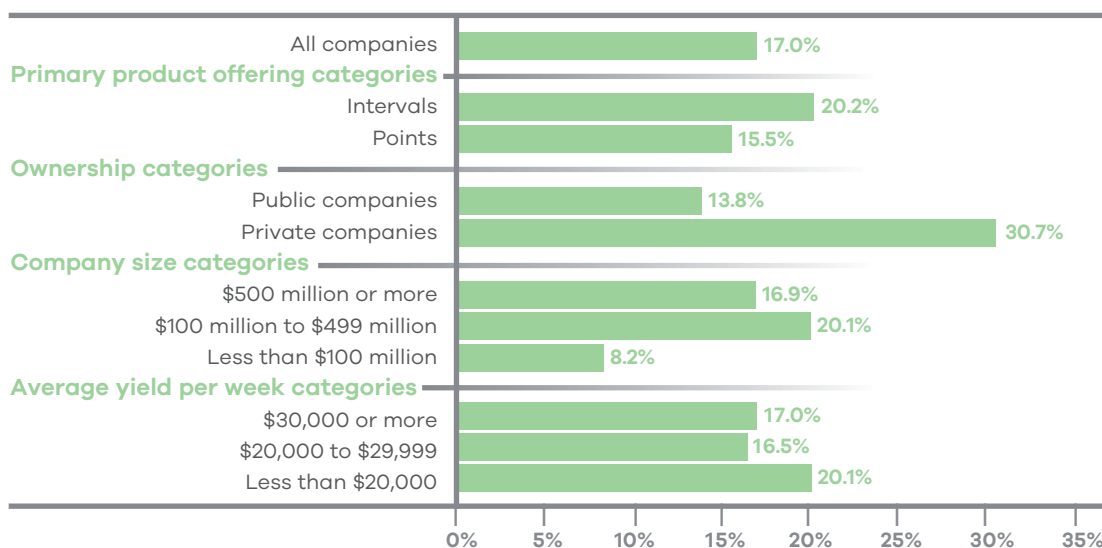
Source: Deloitte & Touche LLP based on 9 company survey responses.

Companies' estimates of uncollectible sales averaged 17.0 percent of net originated sales in 2023 on a weighted average basis. Companies reported estimates ranging from 0.0 percent to 39.0 percent, with 33.4 percent of companies reporting estimates less than 10 percent (Figure 38).

The weighted average estimate of uncollectible sales was lowest for points companies, public companies, companies with net originated sales of less than \$100 million, and companies with average yields per week of \$20,000 to \$29,999 (Figure 39). Differences among companies' estimates can result from factors such as contract terms, location of the timeshare interest, collection experience, and other factors.

FIGURE 39

ESTIMATED UNCOLLECTIBLE SALES (AS % OF NET ORIGINATED SALES) BY COMPANY CATEGORY, 2023, U.S.



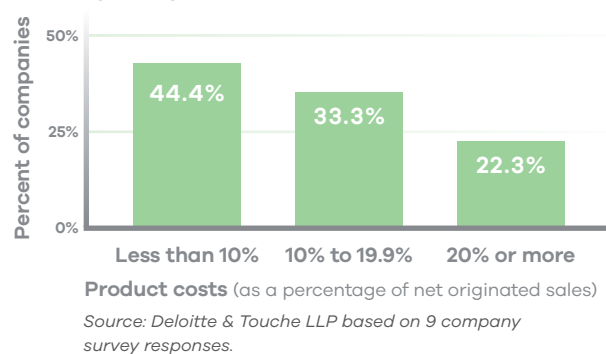
Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

Product costs

Product costs, or cost of sales, include costs such as land, infrastructure, amenities, buildings, furniture, fixtures, and equipment, as well as soft costs, and capitalized interest. In allocating product costs, companies estimate the total revenue and total costs related to the resort phase, calculate a cost of sales percentage based on total costs divided by total revenue, and then apply that percentage to sales to determine cost of sales during the period. Though changes in the estimated cost of sales are accounted for in each period by applying a current-period adjustment, companies were asked to exclude such retrospective adjustments so as to provide a more stable measure of estimated product costs.

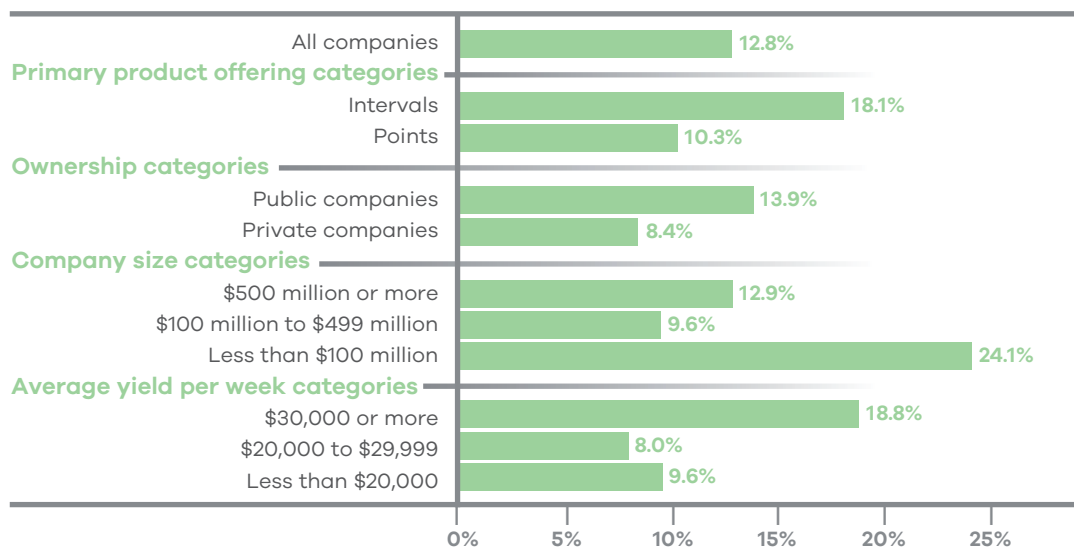
The weighted average product cost, as a percentage of net originated sales, was 12.8 percent in 2023 (Figure 41). Respondents reported product costs ranging from 0.0 percent to 25.4 percent. Approximately 44.4 percent of respondents reported product costs of less than 10 percent and 55.6 percent of respondents reported product costs of 10 percent or more (Figure 40).

FIGURE 40
DISTRIBUTION OF COMPANIES BY PRODUCT COSTS, 2023, U.S.



Product costs varied by company category. Interval companies, public companies, and companies with net originated sales of less than \$100 million reported higher product costs compared to points companies, private companies, and other company size categories, respectively (Figure 41).

FIGURE 41
PRODUCT COSTS (AS A % OF NET ORIGINATED SALES) BY COMPANY CATEGORY, 2023, U.S.

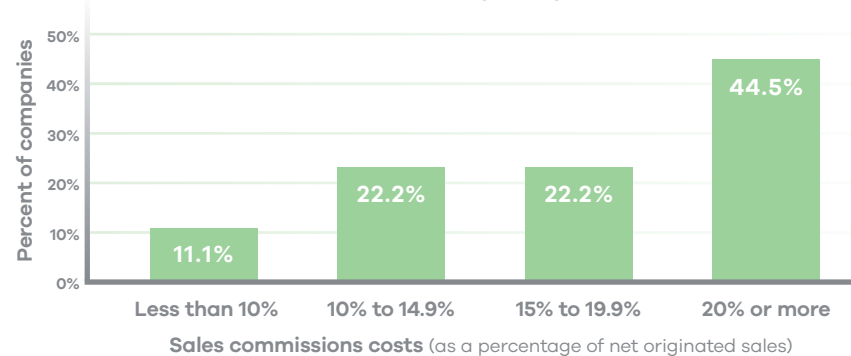


Sales and marketing costs

In 2023, sales commissions averaged 17.9 percent of net originated sales (Figure 43), while other sales and marketing costs averaged 24.3 percent (Figure 45), for a total of 42.2 percent (Figure 47). Other sales and marketing costs typically include, but are not limited to, the cost of marketing programs, as well as sales and marketing department-specific general and administrative expenses. The following pages provide detail on sales commissions and other sales and marketing costs, followed by summary information on both measures combined as total sales and marketing costs. Of the nine respondents, approximately 66.7 percent reported sales commissions of 15 percent or more of net originated sales (Figure 42).

FIGURE 42

DISTRIBUTION OF COMPANIES BY SALES COMMISSIONS COSTS (AS A % OF NET ORIGINATED SALES), 2023, U.S.

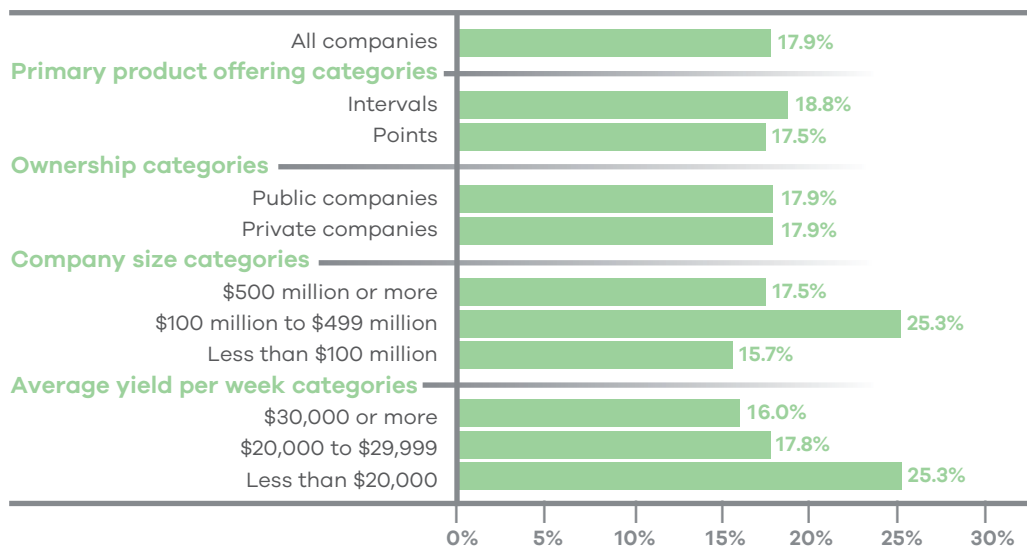


Source: Deloitte & Touche LLP based on 9 company survey responses.

Among all respondent categories, medium sized companies and companies with an average yield per week less than \$20,000 reported the highest weighted average sales commissions percent (Figure 43). Interval companies reported sales commissions 1.3 percentage points higher than points companies.

FIGURE 43

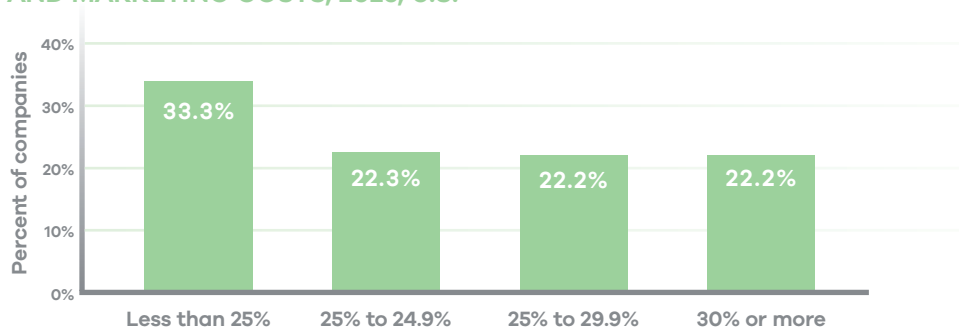
SALES COMMISSIONS COSTS (AS A % OF NET ORIGINATED SALES) BY COMPANY CATEGORY, 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

Approximately 55.6 percent of respondents reported other sales and marketing costs of less than 25 percent of net originated sales (Figure 44).

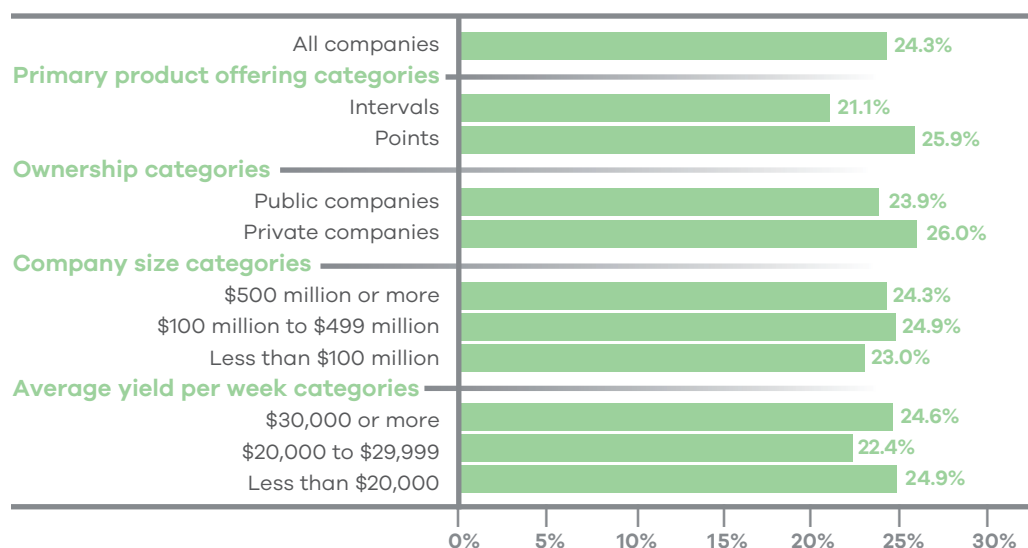
FIGURE 44
DISTRIBUTION OF COMPANIES BY OTHER SALES AND MARKETING COSTS, 2023, U.S.



Source: Deloitte & Touche LLP based on 9 company survey responses.

Interval companies reported lower other sales and marketing costs than points companies. Public companies reported other sales and marketing costs of 23.9 percent as compared to private companies other sales and marketing costs of 26.0 percent. Companies with net originated sales of less than \$100 million reported the lowest other sales and marketing costs within the Company Size category (Figure 45).

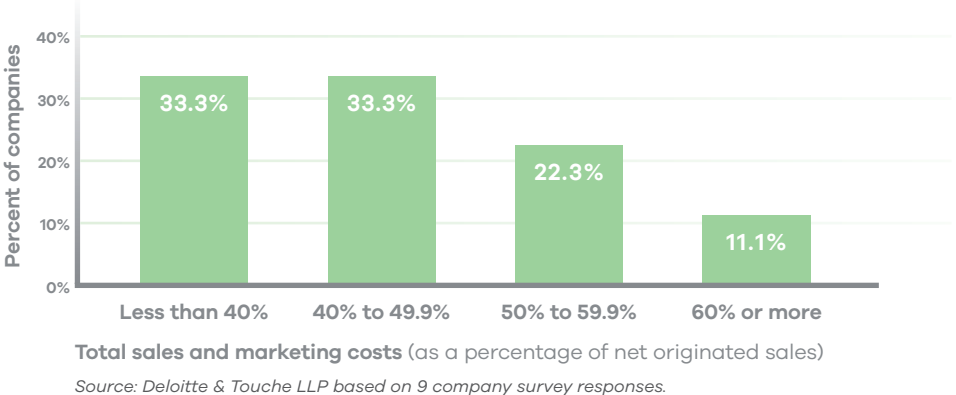
FIGURE 45
OTHER SALES AND MARKETING COSTS (AS A % OF NET ORIGINATED SALES) BY COMPANY CATEGORY, 2023, US.



Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

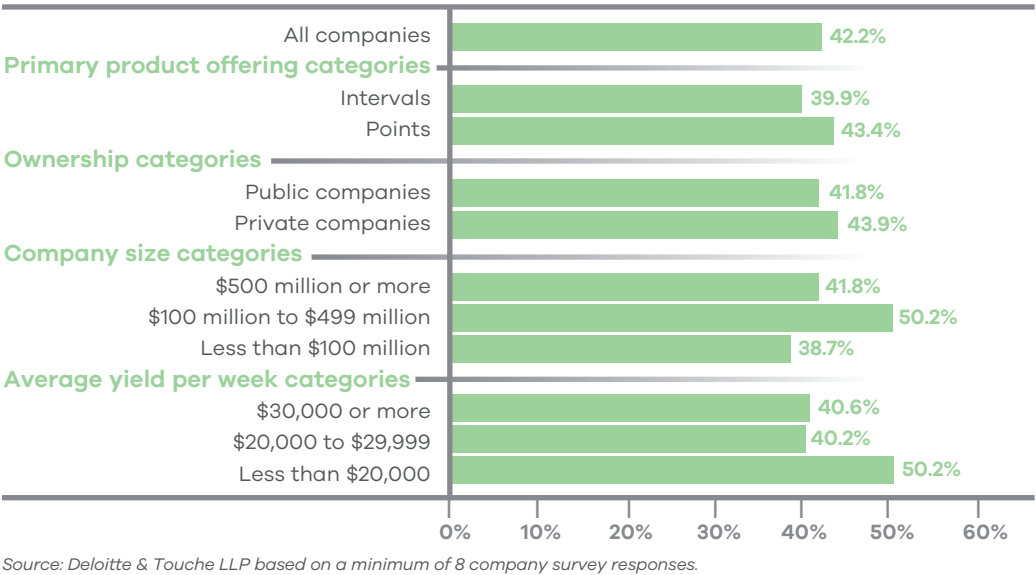
Total sales and marketing costs vary across development companies. Approximately 33.3 percent of companies reported total sales and marketing costs of less than 40 percent of net originated sales (Figure 46).

FIGURE 46
DISTRIBUTION OF COMPANIES BY TOTAL SALES AND MARKETING COSTS
(AS A % OF NET ORIGINATED SALES), 2023, U.S.



The weighted average total sales and marketing costs for the respondent companies was 42.2 percent in 2023, which was slightly higher than the 39.0 percent reported in 2022. Companies with net originated sales of \$100 million to \$499 million reported higher sales and marketing costs compared to companies with net originated sales of \$500 million or more and companies with net originated sales of less than \$100 million (Figure 47). Points companies generally reported higher sales and marketing costs than interval companies.

FIGURE 47
TOTAL SALES AND MARKETING COSTS (AS A % OF NET ORIGINATED SALES)
BY COMPANY CATEGORY, 2023, U.S.



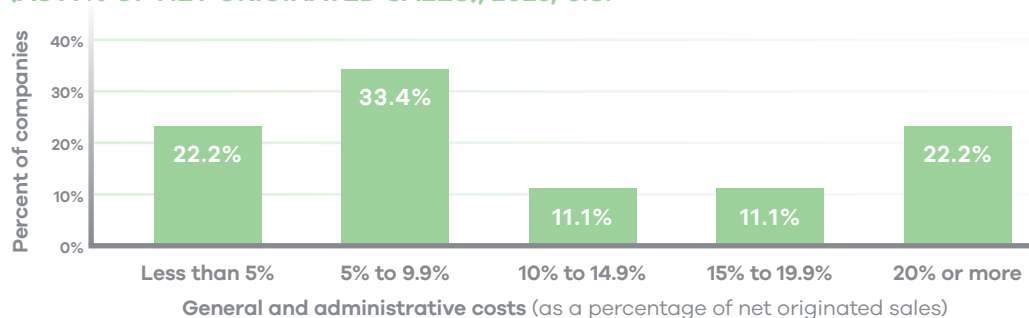
General and administrative costs

General and administrative costs include the salaries and wages of administrative personnel related to timeshare sales operations, but not directly associated with a particular revenue center. Expense items related to the management and operation of the individual properties are also allocated to this category. General and administrative costs related to financing activities, marketing costs, bad debt expenses, and HOA subsidies are excluded.

General and administrative costs, as a percentage of net originated sales, were 6.5 percent in 2023 (Figure 49) on a weighted average basis. Overall, these costs vary from company to company. Approximately 33.4 percent of respondents reported costs between 5 to 9.9 percent (Figure 48).

FIGURE 48

DISTRIBUTION OF COMPANIES BY GENERAL AND ADMINISTRATIVE COSTS (AS A % OF NET ORIGINATED SALES), 2023, U.S.

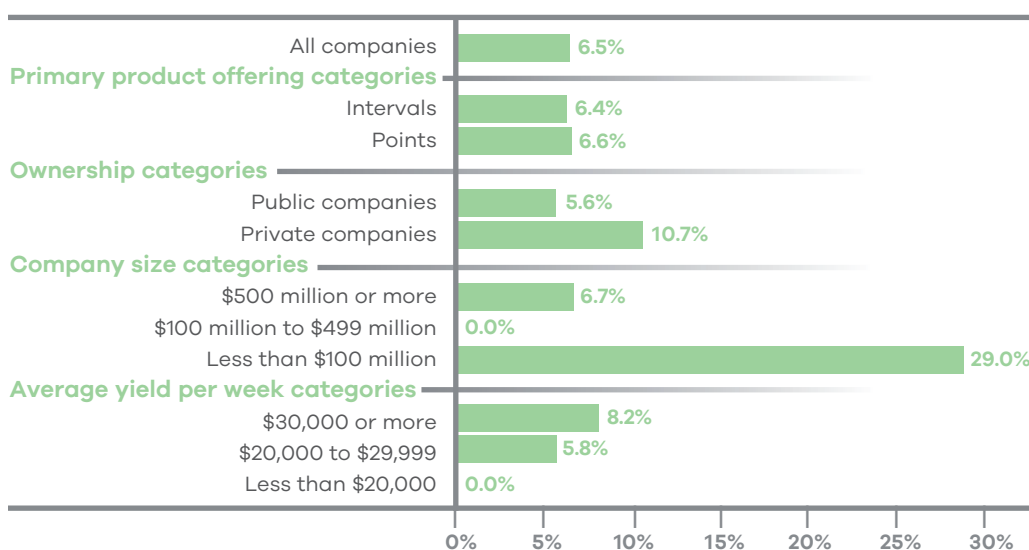


Source: Deloitte & Touche LLP based on 9 company survey responses.

Several categories of companies reported general and administrative costs higher than the average. Points companies, private companies, companies with net originated sales less than \$100 million and greater than \$500 million, and companies with average yields per week of \$30,000 or more reported costs above the average (Figure 49) on a weighted average basis. Note the 29.0 percent as reported by companies less than \$100 million was driven by one respondent. When excluding this respondent, the general and administrative costs as a percent of net originated sales for companies with net originated sales less than \$100 million decreased from 29.0 percent to 20.0 percent.

FIGURE 49

GENERAL AND ADMINISTRATIVE COSTS (AS % OF NET ORIGINATED SALES), 2023, U.S.

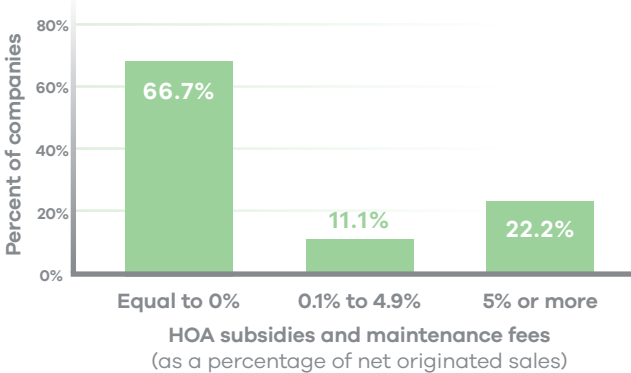


Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses.

Home owners association subsidies and maintenance fees

HOA subsidies and maintenance fees incurred by development companies include costs (such as operating, replacement reserve, and property taxes) paid by the resort development company for units that have not sold by a specified date and, in some cases, costs on sold units that a development company may choose to pay in lieu of passing these costs on to owners. Resort development companies may generate revenue from the units that they hold by renting them to potential timeshare buyers, such that HOA subsidies and maintenance fees may be mitigated. Therefore, these HOA subsidies and maintenance fees are net of realized rental revenue.

FIGURE 50
DISTRIBUTION OF COMPANIES BY HOA
SUBSIDIES AND MAINTENANCE FEES (AS A
% OF NET ORIGINATED SALES), 2023, U.S.

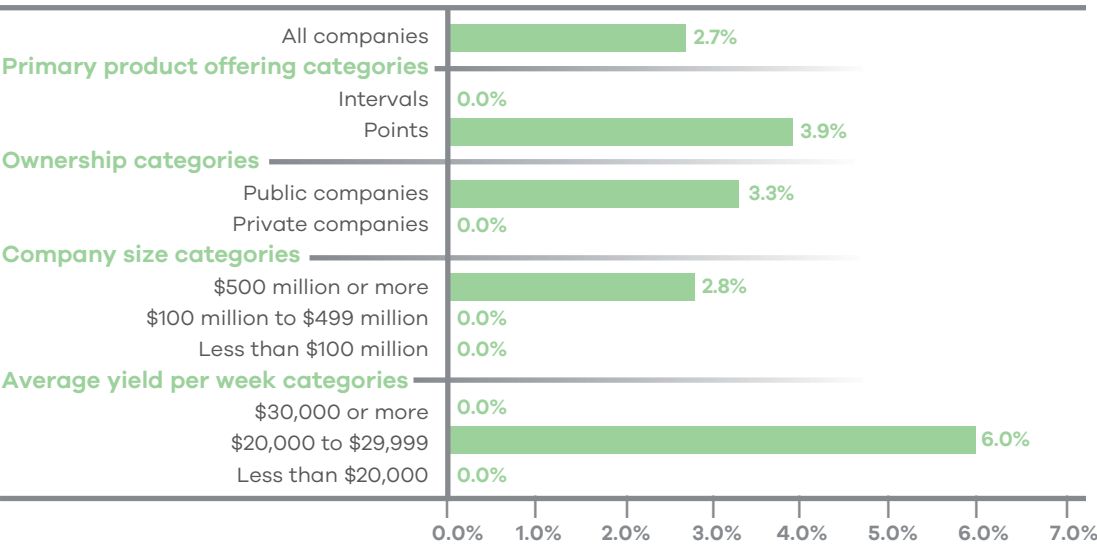


Source: Deloitte & Touche LLP based on 9 company survey responses

HOA subsidies and maintenance fees as a percentage of net originated sales averaged 2.7 percent in 2023 (Figure 51) on a weighted average basis. Overall, HOA subsidies and maintenance fees vary from company to company. In 2023, 66.7 percent of respondents reported HOA subsidies and maintenance fees equal to 0.0 percent, and 33.3 percent of respondents reported HOA subsidies and maintenance fees of 0.1 percent or more (Figure 50).

Public companies, points companies, companies with net originated sales of \$500 million or more, and companies with an average yield per week between \$20,000 and \$29,000 reported the highest average HOA subsidies and maintenance fees, on a weighted average basis (Figure 51).

FIGURE 51
HOA SUBSIDIES AND MAINTENANCE FEES (AS A % OF NET ORIGINATED SALES)
BY COMPANY CATEGORY, 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

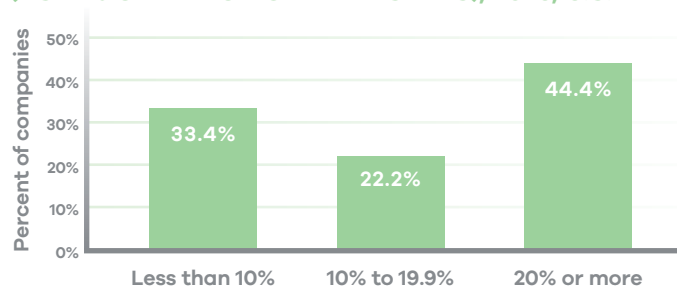
Pre-tax margin on timeshare sales operations

The key ratios section of the survey collected revenue deductions and various costs as a percentage of net originated sales, as well as an estimate of the remaining pre-tax margin. The pre-tax margin, or operating profit margin, on timeshare sales operations is calculated as pre-tax operating profit divided by net originated sales for the purpose of this analysis. This margin represents only timeshare sales operations, and excludes profit generated by the consumer financing and resort management components of many timeshare development companies.

For respondent companies, pre-tax margins were 18.8 percent in 2023, on a weighted average basis (Figure 53). In 2023, 44.4 percent of respondents reported pre-tax margins of 20.0 percent or more (Figure 52). As a measure, pre-tax margin is a snapshot of one year, so for smaller companies it may be significantly impacted by the particular timing of sales at particular resorts.

FIGURE 52

DISTRIBUTION OF COMPANIES BY PRE-TAX MARGINS (AS A % OF NET ORIGINATED SALES), 2023, U.S.



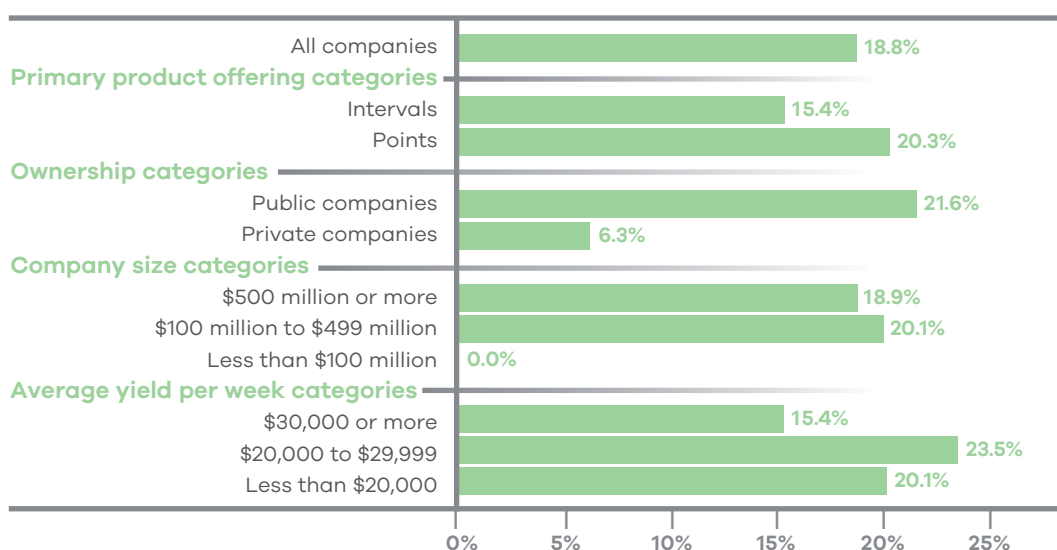
Pre-tax margin (as a percentage of net originated sales)

Source: Deloitte & Touche LLP based on 9 company survey responses.

Points companies, public companies, companies with net originated sales of \$100 million or more, and companies with average yield per week less than \$30,000 reported higher than average pre-tax margins, on a weighted average basis (Figure 53).

FIGURE 53

PRE-TAX MARGINS (AS A % OF NET ORIGINATED SALES) BY COMPANY CATEGORY, 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

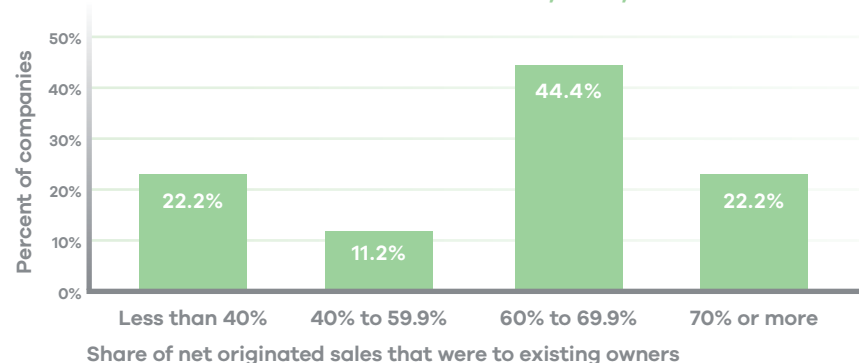
Sales to existing owners

Timeshare companies have traditionally recognized that existing owners who understand timeshare and who are satisfied with their timeshare purchase have a higher likelihood to purchase additional timeshare products. As a measure to track such sales, respondents provided information on the percentage of net originated sales in which the buyer was already an existing owner of one or more timeshare interests at the company. Each respondent calculated the percentage as the net originated sales to existing owners (including upgrade sales and reloads) divided by the company's total net originated sales.

Respondents reported that 60.1 percent of net originated sales were to existing owners on a weighted average basis (Figure 55). This reflects the success that companies have in selling to existing owners, and included a range of responses from 36.2 percent to 76.5 percent. Approximately 66.6 percent of respondents reported that sales to existing owners were 60 percent or more of total net originated sales (Figure 54).

FIGURE 54

DISTRIBUTION OF COMPANIES BY SHARE OF NET ORIGINATED SALES THAT WERE TO EXISTING OWNERS, 2023, U.S.

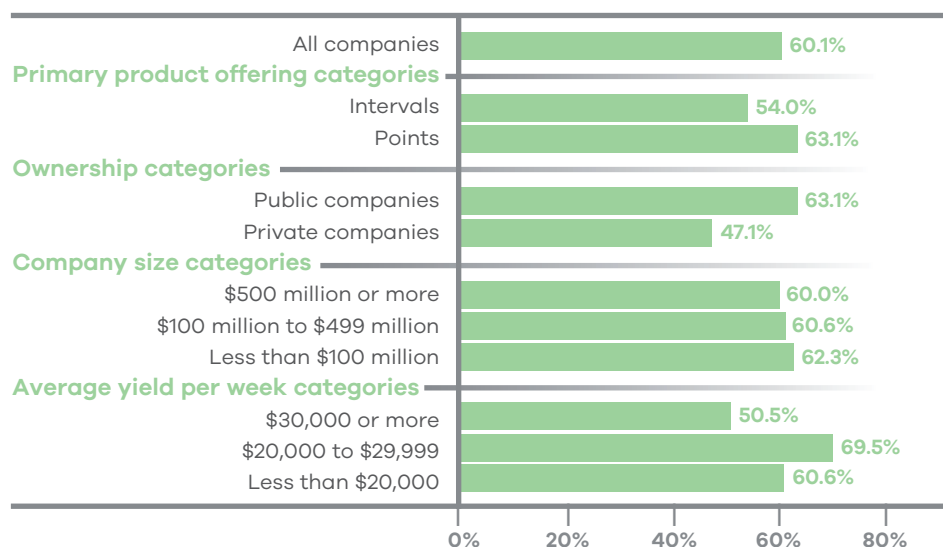


Source: Deloitte & Touche LLP based on 9 company survey responses.

Points companies, public companies, medium and small companies, and companies with average yield per week of \$20,000 or less reported a higher percentage of net originated sales that were to existing owners, on a weighted average basis (Figure 55).

FIGURE 55

SHARE OF NET ORIGINATED SALES THAT WERE TO EXISTING OWNERS BY COMPANY CATEGORY, 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

Hypothecation of receivables

CHAPTER SIX

Hypothecated receivables represent the installment sales contracts that are pledged as collateral for debt.

Three respondents provided information on hypothecations of receivables that occurred during 2023, totaling \$458.1 million, compared to \$262.2 million in 2022. Respondents that provided information on the interest rate paid reported paying a weighted average interest rate of 7.1 percent in 2023 for funds borrowed against these receivables, an increase of 1.6 percentage points compared to the rate of 5.5 percent in 2022. For comparison, the prime rate increased to 8.50 in 2023 as compared to 7.27 in 2022.¹⁵ Respondents reported a weighted average advance rate of 72.5 percent in 2023, which is a decrease of 2.3 percentage points compared to the advance rate of 74.8 percent in 2022. In addition, the average remaining term to maturity reported by respondents decreased from 105.0 months in 2022 to 99.6 months in 2023, a decrease of 5.1 percent (or 5.4 months).

FIGURE 56

HYPOTHECATIONS, 2022 AND 2023, ALL GEOGRAPHIES

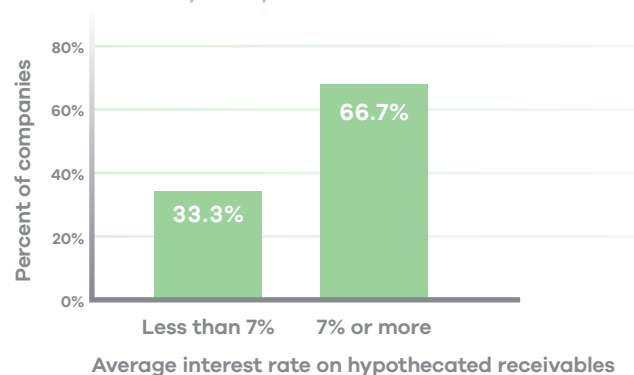
	2022	2023
Value of total fundings (millions)	\$262.2	\$458.1
Average interest rate paid	5.5%	7.1%
Average advance rate	74.8%	72.5%
Average remaining term to maturity (months)	105.0	99.6

Source: Deloitte & Touche LLP based on 3 company survey responses.

In 2023, 33.3 percent of respondents reported an average interest rate below 7.0 percent paid by developer for hypothecation loan and 66.7 percent of respondents reported an average interest rate of 7.0 percent or more paid by developer for hypothecation loan (Figure 57).

FIGURE 57

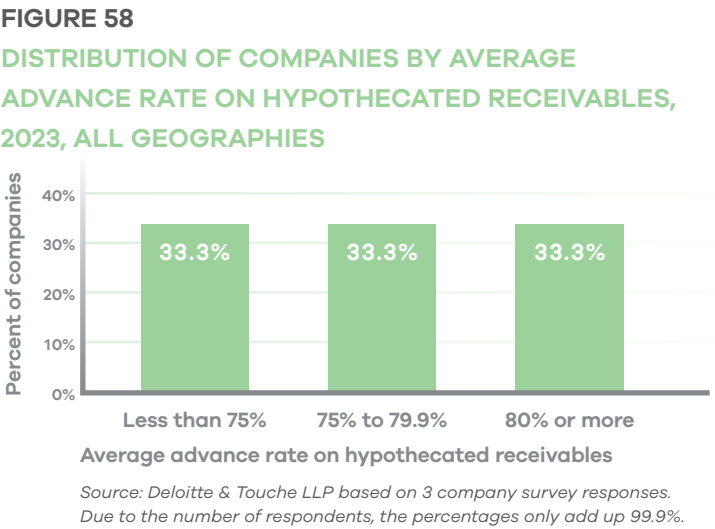
DISTRIBUTION OF COMPANIES BY AVERAGE INTEREST RATE ON HYPOTHECATED RECEIVABLES, 2023, ALL GEOGRAPHIES



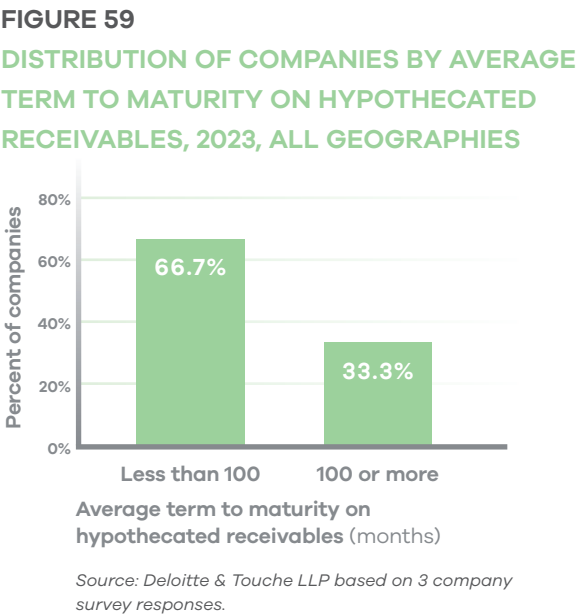
Source: Deloitte & Touche LLP based on 3 company survey responses.

¹⁵ Average majority prime rate charged by banks on short-term loans to business, quoted on an investment basis. Bank prime loan rate historical data obtained from the Board of Governors of the Federal Reserve System.

To manage risk in hypothecations, lenders typically advance only a portion of the principal balance of the portfolio. The percentage of the principal balance of the hypothecated receivables funded in cash is referred to as the advance rate. In 2023, one out of three respondents reported average advance rates of 80 percent or more, with 85 percent being the maximum advance rate reported (Figure 58). The remaining two respondents reported average advance rates of less than 80 percent.



Three companies reported average remaining term to maturity on hypothecated receivables at the point of hypothecation for 2023. Two of the three respondents (or 66.7 percent) reported average remaining terms to maturity of less than 100 months in 2023 (Figure 59). The weighted average remaining term to maturity, as reported by three company survey responses, decreased from 105.0 months in 2022 to 99.6 months in 2023.



Portfolio Sales and Securitizations

CHAPTER SEVEN

Companies can raise cash by selling or securitizing consumer receivables. For the purpose of this study, information was collected on two categories of receivables transactions: portfolio sales in which the transaction occurs with recourse and securitizations in which the transaction occurs without recourse. The data collected related to portfolio sales was not sufficient for accurate analysis; therefore, this section will focus on the analysis of securitization information reported. The seven separate securitization transactions reported by four survey respondents in 2023 represented a total value of \$2,192.6 million, measured as the gross value of the sales contracts securitized.¹⁶ This compares to eight separate transactions in 2022 reported by five survey respondents in 2022, with a total value of \$2,270.4 million.

Among the securitization transactions reported by the survey respondents, several key changes were evident between 2022 and 2023.

- The total value of funding decreased by approximately 3.4 percent from \$2,270.4 million in 2022 to \$2,192.6 million in 2023.
- One company conducted a securitization in 2022 that did not report a securitization in 2023, while no companies conducted a securitization in 2023 that did not report a securitization in 2022.
- Average transaction size of securitizations increased by approximately 10.4 percent for all respondents from \$283.8 million in 2022 to \$313.2 million in 2023.
- Average advance rates for all respondents decreased by 0.9 percentage points from 93.9 percent in 2022 to 93.0 percent in 2023.
- The interest rate paid by the development company increased by 1.6 percentage points from 5.1 percent in 2022 to 6.7 percent in 2023¹⁷ for all securitization transactions, on a weighted average basis.

FIGURE 60

SECURITIZATIONS, COMPANIES WITH SECURITIZATIONS IN 2022 AND 2023, ALL GEOGRAPHIES

	2022	2023
Total value of securitizations (millions)	\$2,039.9	\$2,192.6
Number of transactions	7	7
Average transaction size (millions)	\$291.4	\$313.2
Average advance rate	93.3%	93.0%
Average interest rate paid	5.2%	6.7%

Source: Deloitte & Touche LLP based on 4 company survey responses.

For comparison purposes, the companies that reported securitizations in both 2022 and 2023 have been analyzed above (Figure 60). The seven securitizations in 2023, conducted by four respondents, represented a total value of \$2,192.6 million, compared to seven securitizations in 2022 with a total value of \$2,039.9 million conducted by four respondents.¹⁸ The simple average transaction size increased 7.5 percent from \$291.4 million in 2022 to \$313.2 million in 2023. The weighted average advance rate on securitizations which occurred in 2023, as reported by the same respondents, was 93.0 percent, down from 93.3 percent as reported by the same respondents in 2022.¹⁹ The weighted average interest rate paid by the development company, was 6.7 percent in 2023, up from 5.2 percent in 2022.

¹⁶ The gross value of the contracts sold or securitized was further defined as the collateral value or outstanding principal balance on the survey form.

¹⁷ Change in interest rates may not be comparable to changes in market interest rate indexes, such as SOFR, since information was not available indicating when in the year each portfolio transaction occurred.

¹⁸ Respondents were asked to report on original sales only, thereby excluding securities that had been previously sold, repurchased, and sold again.

¹⁹ Weighted average advance rate calculated as net value of sales or proceeds received for sale divided by gross value of sales contracts sold.

50 Consumer financing and receivables portfolio performance

CHAPTER EIGHT

Companies typically provide financing to a majority of consumers purchasing vacation ownership interests. The survey collected information on the characteristics of new loans (mortgages) and on the performance of companies' outstanding consumer receivables portfolios.

Consumer financing

Companies reported providing financing for \$3.597 billion (56.1 percent) of the \$6.415 billion in net originated sales in 2023, as reported by 6 respondents. The remainder of sales represent cash or cash-out within the first 90 days²⁰, plus cash down payments. The financed value represents the face value of consumer loans written and is presented as a share of net originated sales. A comparison between 2022 and 2023 is shown in Figure 61 below.

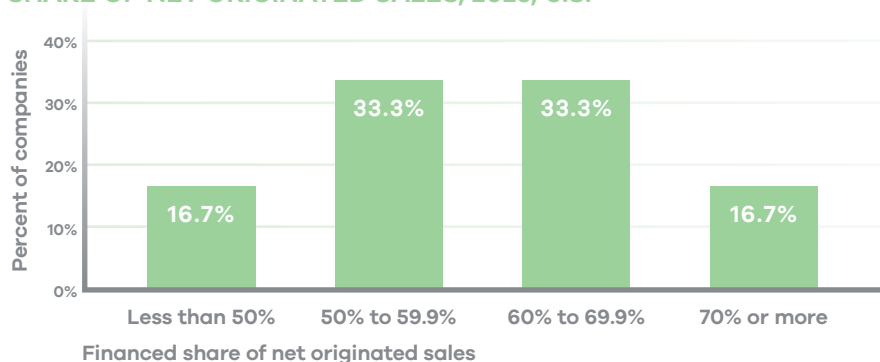
FIGURE 61
PORTION OF NET ORIGINATED SALES THAT WERE
FINANCED BY CONSUMERS, 2022 AND 2023, U.S.

	2022	2023
Cash or cash-out within first 90 days	31.8%	29.8%
Cash down payment	14.1%	14.1%
Financed value	54.1%	56.1%
Total	100.0%	100.0%

Source: Deloitte & Touche LLP based on a minimum of 6 company survey responses.

Half of the respondents (50.0 percent) reported that their financed share of net originated sales was less than 60.0 percent in 2023 (Figure 62). The amount financed in 2023 by the 6 respondents totaled \$3.597 billion.

FIGURE 62
DISTRIBUTION OF COMPANIES BY FINANCED
SHARE OF NET ORIGINATED SALES, 2023, U.S.

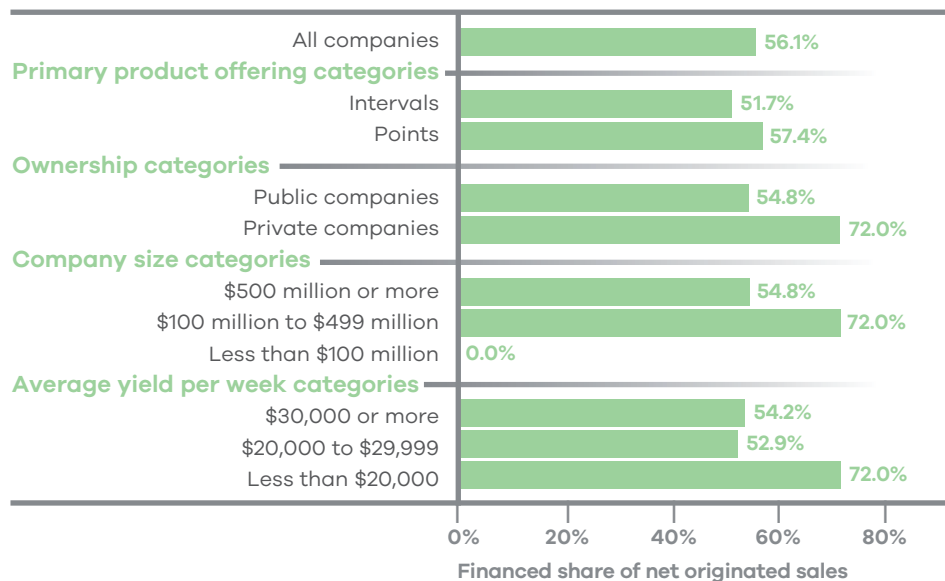


Source: Deloitte & Touche LLP based on 6 company survey responses.

²⁰ Industry participants report that a share of consumers pay off timeshare loans within the first 90 days, using financing as a short-term option. This share is not included in the financed share of net originated sales because it is considered near cash equivalent.

As shown in Figure 63, points companies reported a higher financed share of net originated sales than interval companies. In addition, companies with net originated sales between \$100 million and \$499 million reported the highest (72.0 percent) financed share within the company size category. Private companies reported a significantly higher (72.0 percent) financed share than public companies (54.8 percent). Companies with an average yield per week of less than \$20,000 reported the highest financed share of net originated sales (72.0 percent) out of all yield per week categories.

FIGURE 63
FINANCED SHARE OF NET ORIGINATED SALES BY COMPANY CATEGORY,
2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 5 company survey responses.

Survey respondents provided information about the characteristics of new consumer loans; the averages, weighted by net originated sales, are shown in Figure 64. The average consumer loan terms reported ranged from a low of 94.7 months to a high of 144.7 months in 2023, for an overall weighted average term of 120.6 months. The average consumer loan interest rates reported, exclusive of servicing fees, ranged from 11.5 percent to 15.4 percent, for an overall weighted average of 14.2 percent. The average consumer loan interest rates reported, inclusive of servicing fees, ranged from 13.6 percent to 15.7 percent, for an overall weighted average of 14.5 percent. Of the nine respondents, three respondents charge a servicing fee on financed receivables. Average down payments associated with non-upgrade financed sales reported by respondents ranged from 7.0 percent to 24.8 percent, for an overall weighted average of 17.1 percent in 2023.

FIGURE 64
CHARACTERISTICS OF NEW CONSUMER LOANS,
2022 AND 2023, U.S.

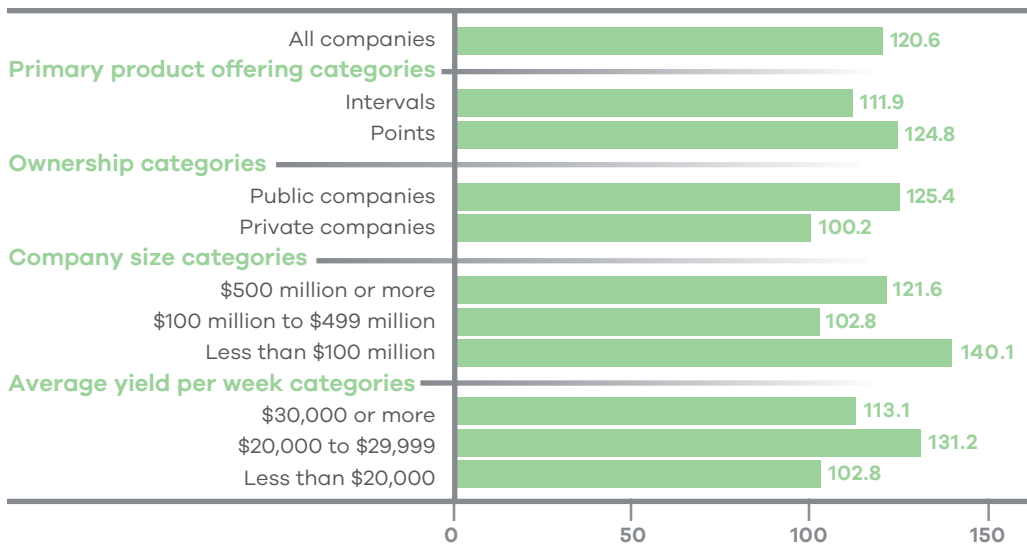
	2022	2023
Term (in months)	121.3	120.6
Interest rate (Exclusive of Servicing Fee)	14.1%	14.2%
Interest rate (Inclusive of Servicing Fee)	14.6%	14.5%
Down payment (as a percent of contract price)		
non-upgrade sales	16.2%	17.1%
upgrade sales	45.3%	45.7%

Source: Deloitte & Touche LLP based on 5 survey responses for interest rates including servicing fees, 7 respondents that reported interest rates exclusive of servicing fees and 9 respondents for the remaining attributes.

Respondents were asked to provide the average down payment on upgrade sales separate from non-upgrade sales (Note: respondents were instructed to exclude sales from trial programs from their reported upgrade sales amounts). This is because purchasers of upgrades can frequently count the equity in their existing vacation ownership interest toward the down payment that they are making on the upgrade interest. As a result, down payments on upgrade sales are typically higher than on non-upgrade sales. The average down payment associated with upgrade financed sales reported by respondents ranged from 22.0 percent to 68.9 percent, for an overall weighted average of 45.7 percent in 2023.

The weighted average term on new consumer loans, measured in months, varied across company categories (Figure 65). Points companies, public companies, small companies, and companies with average yields of \$20,000 to \$29,999 per week showed longer average terms.

FIGURE 65
AVERAGE TERM ON NEW CONSUMER LOANS (IN MONTHS) BY COMPANY CATEGORY, 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

Companies reported that weighted average interest rates on new consumer loans are higher for interval companies as compared to points companies (Figure 66). Further, companies with an average yield per week of less than \$20,000 tended to offer lower average interest rates on consumer loans. Interest rates below are presented separately between those inclusive and exclusive of servicing fees. Due to the difference in the number of respondents between these categories (seven respondents provided interest rates exclusive of servicing fees while five respondents provided interest rates inclusive of servicing fees) the weighted average rates may possibly decrease within each category when including the servicing fee. Five respondents provided a response for both interest rates, exclusive and inclusive of servicing fees. Of those five respondents, the weighted average interest rate exclusive of servicing fee is 12.5 percent.

FIGURE 66

AVERAGE INTEREST RATE ON NEW CONSUMER LOANS BY COMPANY CATEGORY, 2023, U.S.

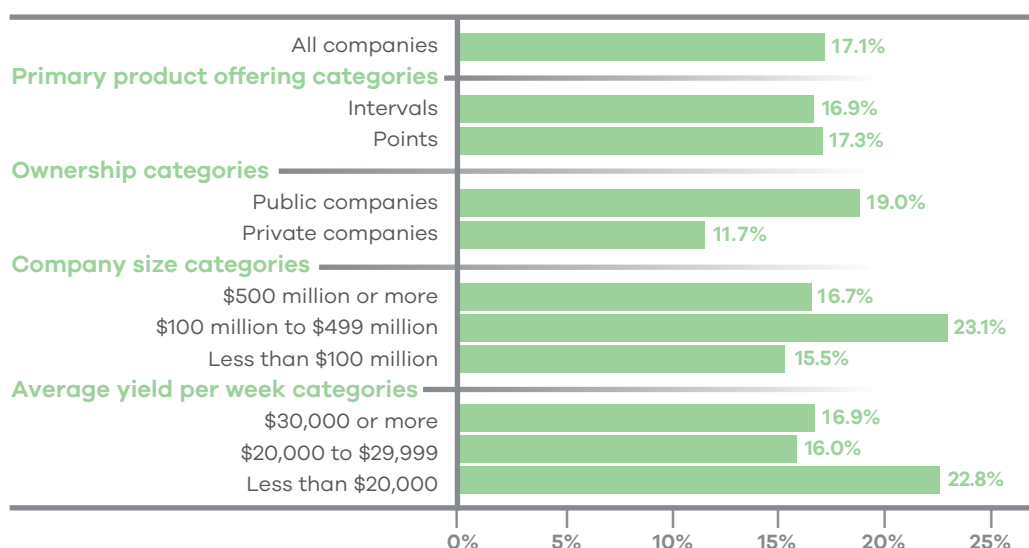
	Average interest rate	
	Excluding servicing fee	Including servicing fee
	2022	2023
All companies	14.2%	14.5%
Primary product offering categories		
Intervals	15.3%	15.2%
Points	13.9%	14.0%
Ownership categories		
Public companies	14.3%	14.8%
Private companies	13.7%	14.1%
Company size categories		
\$500 million or more	14.3%	14.7%
\$100 million to \$499 million	13.6%	13.6%
Less than \$100 million	14.0%	N/A
Average yield per week categories		
\$30,000 or more	14.3%	15.2%
\$20,000 to \$29,999	14.4%	13.6%
Less than \$20,000	13.6%	13.6%

Source: Deloitte & Touche LLP based on a minimum of 5 company survey responses.

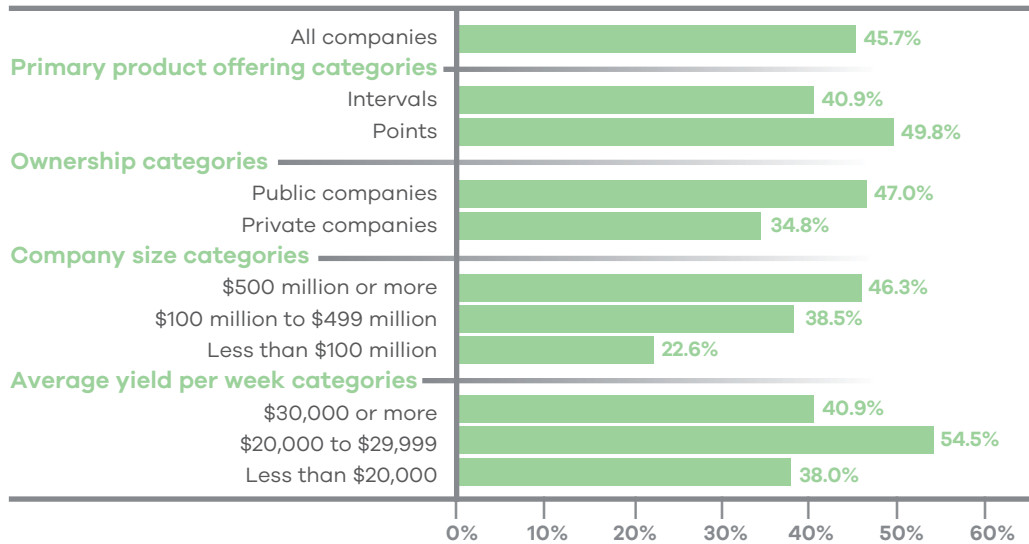
The survey results showed higher than average down payments for non-upgrade sales for points companies, public companies, companies between \$100 million to \$499 million, and companies with an average yield per week of less than \$20,000 (Figure 67a). Similarly, points companies, public companies, large companies, and companies with an average yield per week between \$20,000 to \$29,999 showed higher than average down payments for upgrade sales (Figure 67b).

FIGURE 67a

AVERAGE DOWN PAYMENT ON NON-UPGRADE SALES BY COMPANY CATEGORY, 2023, U.S.

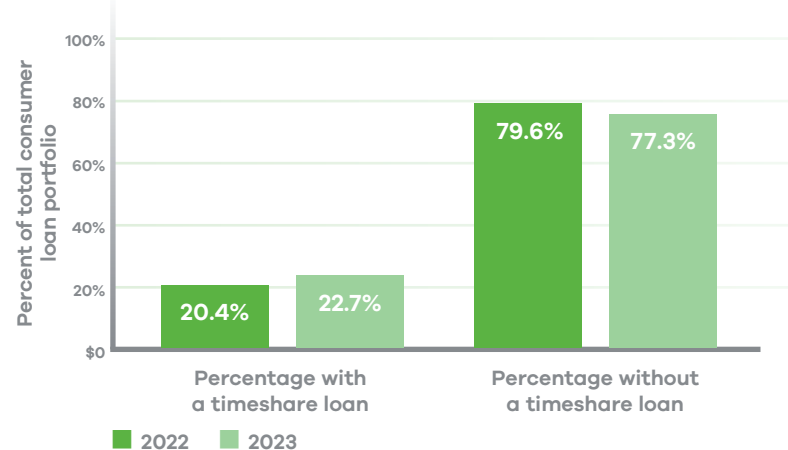


Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

FIGURE 67b
AVERAGE DOWN PAYMENT ON UPGRADE SALES BY COMPANY CATEGORY, 2023, U.S.


Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

Respondents were also asked to provide the percentage of owners with a timeshare loan as well as owners without a timeshare loan. As of December 31, 2023, 22.7 percent of owners had a timeshare loan while 77.3 percent of owners did not have a timeshare loan. This compares to 20.4 percent of owners that had a timeshare loan and 79.6 percent of owners that did not have a timeshare loan as of December 31, 2022. (Figure 68).

FIGURE 68
OWNER LOAN STATUS, 2022 AND 2023, U.S.


Source: Deloitte & Touche LLP based on a minimum of 5 company survey responses.

Receivables portfolio performance

For the purposes of this report, the receivables portfolio has been defined as the total year-end portfolio of consumer loans held by the company, including securitized and hypothecated receivables. Companies were asked to report the percentages, by dollar value, of their total receivables portfolio that were:

- a) Current (current or fewer than 31 days delinquent)
- b) Between 31 and 60 days delinquent
- c) Between 61 and 90 days delinquent
- d) Between 91 and 120 days delinquent
- e) More than 120 days delinquent

In total, 10 survey respondents reported aggregate receivables of \$13.775 billion in 2023, showing an 8.1 percent increase from the aggregate receivables amount of \$12.747 billion as reported by nine survey respondents in 2022. When excluding the one respondent that provided data for 2023 only, there would be a 6.6 percent increase.

Respondents reported that payments for 86.4 percent of the dollar value of their receivables were current (current or fewer than 31 days delinquent) at year-end 2023, a decrease of 0.1 percentage points compared to the percentage of current receivables as of the year-end 2022, which was 86.5 percent (Figure 69). On average, 2.2 percent of the receivables were 31 to 60 days delinquent, and 11.4 percent were over 60 days delinquent at year-end 2023.

FIGURE 69
PERFORMANCE OF CONSUMER RECEIVABLES
PORTFOLIOS AT YEAR-END, 2022 AND 2023,
ALL GEOGRAPHIES

	2022	2023
Current	86.5%	86.4%
31 to 60 days	2.1%	2.2%
61 to 90 days	1.4%	1.4%
91 to 120 days	1.4%	1.3%
More than 120 days	8.6%	8.7%
	100.0%	100.0%

Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

Six of 10 respondents, or 60.0 percent, reported that they write-off receivables when they reach 120 days delinquent. Assuming that all respondents write-off receivables at over 120 days delinquent, it would be appropriate to look at receivables currency excluding receivables that are over 120 days delinquent. This would result in the 2022 currency of receivables to be 94.7 percent and the 2023 currency of receivables to be 94.6 percent. As not all companies responded to this question, and only 60.0 percent of the respondents had the same write-off criteria, the currency amounts in this report do not exclude receivables over 120 days delinquent.

FIGURE 70

**PERFORMANCE OF CONSUMER RECEIVABLES PORTFOLIOS AT YEAR-END
BY COMPANY CATEGORY, 2023, ALL GEOGRAPHIES**

Companies in certain categories revealed trends in the performance of their receivables portfolios at year-end 2023. For example, public companies reported higher average portions of their receivables portfolios as current (Figure 70).

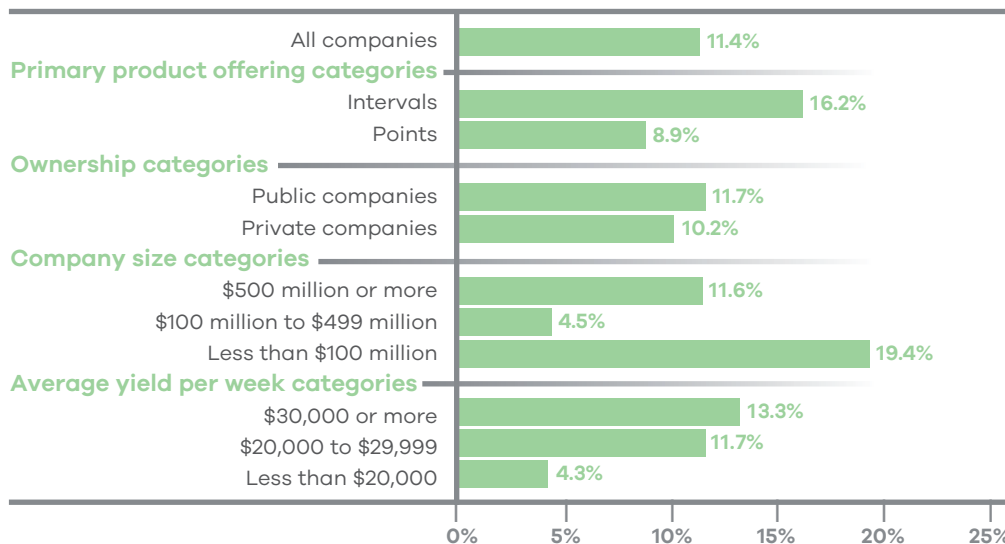
	Current	31 to 60 days	61 to 90 days	91 to 120 days	More than 120 days
All companies	86.4%	2.2%	1.4%	1.3%	8.7%
Primary product offering categories					
Intervals	81.5%	2.3%	1.6%	1.4%	13.2%
Points	89.0%	2.1%	1.3%	1.3%	6.3%
Ownership categories					
Public companies	86.5%	1.8%	1.1%	1.1%	9.5%
Private companies	86.2%	3.6%	2.7%	2.3%	5.2%
Company size categories					
\$500 million or more	86.3%	2.1%	1.4%	1.3%	8.9%
\$100 million to \$499 million	92.4%	3.1%	2.4%	2.1%	0.0%
Less than \$100 million	78.9%	1.7%	1.0%	0.5%	17.9%
Average yield per week categories					
\$30,000 or more	84.5%	2.2%	1.6%	1.2%	10.5%
\$20,000 to \$29,999	86.2%	2.1%	1.2%	1.0%	9.5%
Less than \$20,000	92.5%	3.2%	2.4%	1.9%	0.0%

Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

Another measure of receivables portfolio performance is the share of the portfolio that is more than 60 days delinquent. Of the portfolios held by survey respondents, 11.4 percent of receivables were more than 60 days delinquent at year-end 2023 (Figure 71). This is consistent with the percentage reported in 2022. Public companies showed a higher percentage of receivables over 60 days delinquent than private companies. Intervals companies showed higher percentages of receivables more than 60 days delinquent compared to points companies. Companies with average yields per week of \$30,000 or more reported the highest percentage of receivables portfolio that was over 60 days delinquent within the yield categories. Small companies reported the highest percentage of receivables portfolio that was over 60 days delinquent out of all categories.

FIGURE 71

**PORTION OF RECEIVABLES PORTFOLIO THAT WAS OVER 60 DAYS
DELINQUENT BY COMPANY CATEGORY, 2023, ALL GEOGRAPHIES**

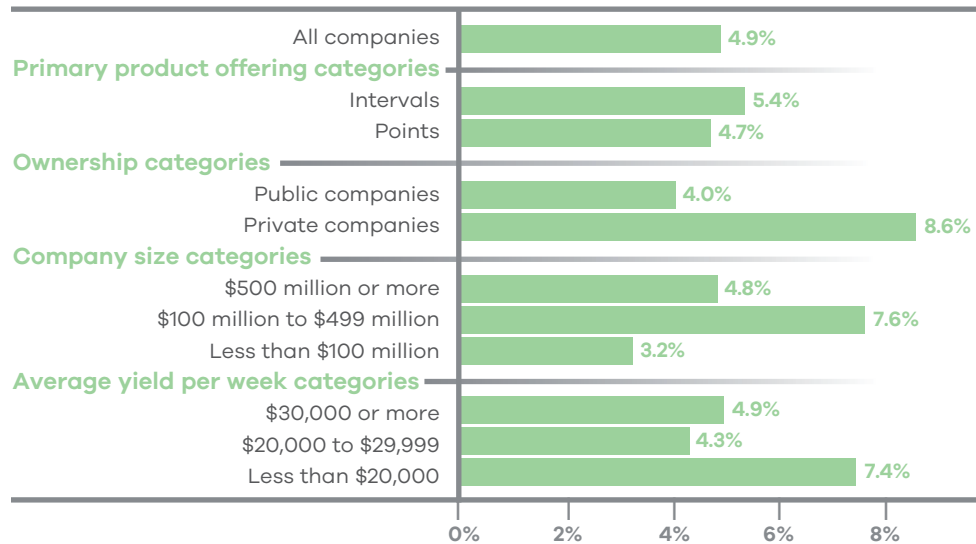


Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

Another measure of receivables portfolio performance may be calculated by looking at the share of receivables between 31 and 120 days delinquent. This measure is useful because it is largely free of the specific charge-off policies within many companies. Among the respondents, the weighted average share of receivables portfolios that was between 31 and 120 days delinquent at year-end 2023 was 4.9 percent (Figure 72), which was consistent with 4.9 percent reported in 2022.

FIGURE 72

PORTION OF RECEIVABLES PORTFOLIO THAT WAS BETWEEN 31 AND 120 DAYS DELINQUENT BY COMPANY CATEGORY, 2023, ALL GEOGRAPHIES

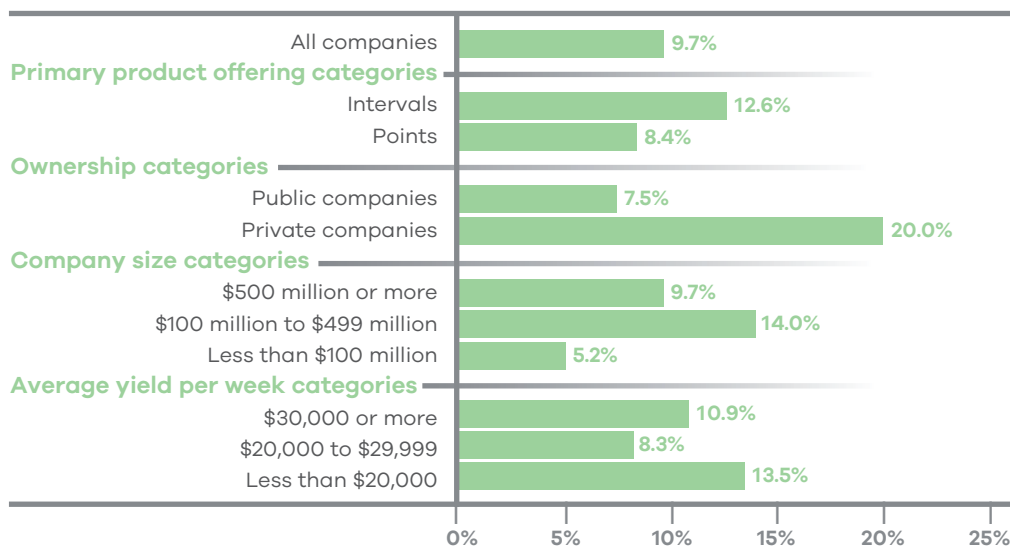


Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

Timeshare companies have different methods of accounting for loan losses. Measuring defaults is one method of comparison, though companies with portfolios composed of relatively mature receivables may experience lower default rates than other companies. Gross defaults, defined as the total amount charged against the allowance for uncollectible accounts, as a percentage of the gross outstanding portfolio balance at year-end, averaged 9.7 percent in 2023 (Figure 73), which is an increase of 0.7 percentage points from the 2022 average of 9.0 percent. Companies with net originated sales between \$100 million and \$499 million, companies with average yield per week of \$30,000 or more and less than \$20,000, private companies, and interval companies reported higher than average levels (greater than 9.7 percent) of gross defaults.

FIGURE 73

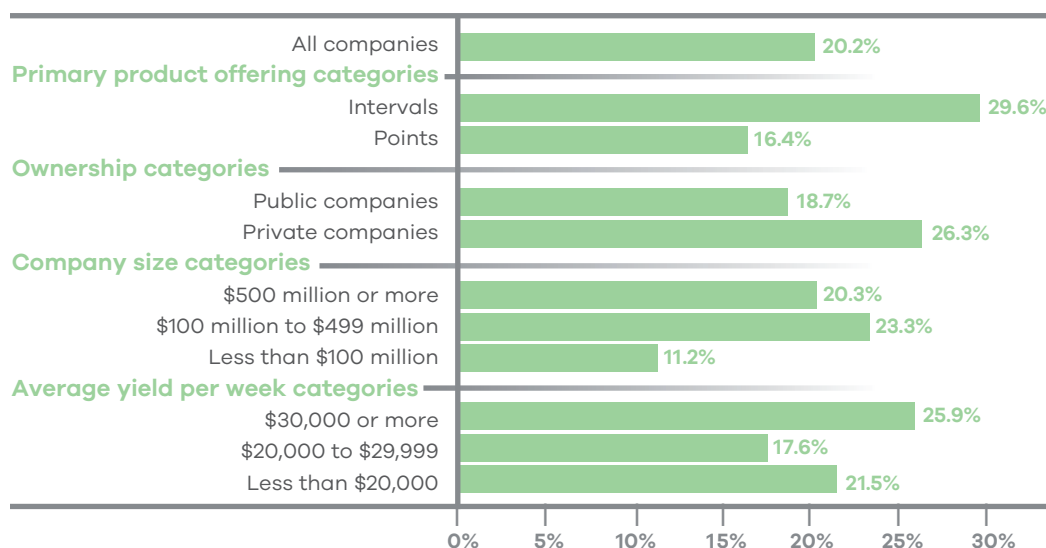
GROSS DEFAULTS AS A % OF GROSS OUTSTANDING PORTFOLIO BALANCE BY COMPANY CATEGORY, 2023, ALL GEOGRAPHIES



Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses.

FIGURE 74

ALLOWANCE FOR UNCOLLECTIBLE ACCOUNTS AS A % OF GROSS OUTSTANDING PORTFOLIO BALANCE BY COMPANY CATEGORY, 2023, ALL GEOGRAPHIES



Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

The weighted average allowance for uncollectible accounts as a share of gross outstanding portfolio balance at year-end averaged 20.2 percent in 2023 (Figure 74), which was a decrease of 0.1 percentage points from 2022. Individual responses ranged from 4.7 percent to 31.4 percent. Companies primarily selling intervals reported higher allowances than companies primarily selling points. Private companies, companies with \$100 million or more in net originated sales, companies with average yield per week of less than \$20,000, and companies with average yield per week of \$30,000 or more reported higher allowances for uncollectible accounts than the average.

The weighted average interest rate on the loans held in the receivables portfolio at year-end was 14.1 percent (exclusive of servicing fees) in 2023, consistent with the weighted average interest rate in 2022, and 14.3 percent (inclusive of servicing fees) in 2023, consistent with the weighted average interest rate on the loans held in the receivables portfolio in 2022 (Figure 75). Public companies showed a lower average interest rate for both categories (14.0 percent and 14.2 percent) than private companies (14.8 percent and 14.8 percent).

FIGURE 75

AVERAGE INTEREST RATE ON RECEIVABLES PORTFOLIO BY COMPANY CATEGORY, 2023, ALL GEOGRAPHIES

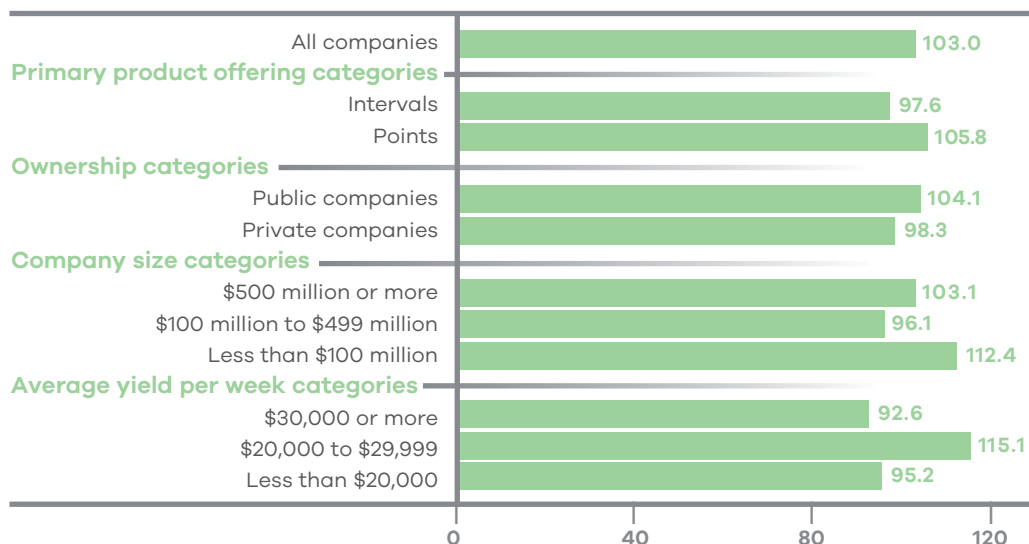
	Average interest rate	
	Excluding servicing fee	Including servicing fee
	2023	2023
All companies	14.1%	14.3%
Primary product offering categories		
Intervals	14.8%	15.0%
Points	13.9%	13.9%
Ownership categories		
Public companies	14.0%	14.2%
Private companies	14.8%	14.8%
Company size categories		
\$500 million or more	14.0%	14.2%
\$100 million to \$499 million	15.1%	15.1%
Less than \$100 million	14.2%	11.8%
Average yield per week categories		
\$30,000 or more	14.1%	15.0%
\$20,000 to \$29,999	14.1%	13.2%
Less than \$20,000	14.8%	14.8%

Source: Deloitte & Touche LLP based on 5 company survey responses for interest rates including servicing fees and minimum of 8 responses for interest rates excluding servicing fees

The weighted average remaining term to maturity on loans held in the receivables portfolios was 103.0 months in 2023, which is 0.2 months longer than the previous year (Figure 76 and 77). Companies with \$100 million to \$499 million in net originated sales, interval companies, private companies, and companies with an average yield per week of less than \$20,000 and \$30,000 or more had lower weighted average remaining terms on receivables held in their portfolios. Among all responses, average remaining terms ranged from 66.6 months to 138.3 months.

FIGURE 76

AVERAGE REMAINING TERM ON RECEIVABLES PORTFOLIO BY COMPANY CATEGORY, 2023, ALL GEOGRAPHIES (IN MONTHS)



Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

FIGURE 77

CHARACTERISTICS OF RECEIVABLES PORTFOLIO, 2022 AND 2023, ALL GEOGRAPHIES

	2022	2023	Change
Gross defaults	9.0%	9.7%	0.7%
Allowance for uncollectible accounts	20.3%	20.2%	-0.1%
Average interest rate (excluding service fee)	14.1%	14.1%	0.0%
Average interest rate (including service fee)	14.3%	14.3%	0.0%
Average remaining term (months)	102.8	103.0	0.2 months

Source: Deloitte & Touche LLP based on a minimum of 5 company survey responses.

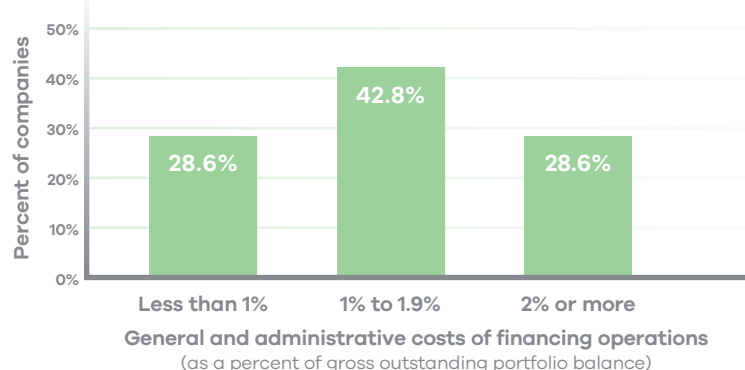
General and administrative costs of financing operations

General and administrative costs of financing operations include costs, such as treasury, consumer loan servicing, and collection costs, which are directly related to managing the company's receivables portfolio. Company receivable balances, referred to as portfolio balances, varied widely among the respondents, ranging from \$82.2 million to \$3,590.2 million at calendar year-end 2023.

The weighted average general and administrative costs of financing operations for all companies in 2023 was 1.6 percent of gross outstanding portfolio balance (Figure 79) which is consistent with 2022. Responses showed that such costs vary across companies, with 71.4 percent of companies reporting costs less than 2 percent of gross outstanding portfolio balance, and 28.6 percent reporting costs greater than 2 percent (Figure 78).

FIGURE 78

DISTRIBUTION OF COMPANIES BY GENERAL AND ADMINISTRATIVE COSTS OF FINANCING OPERATIONS, 2023, ALL GEOGRAPHIES

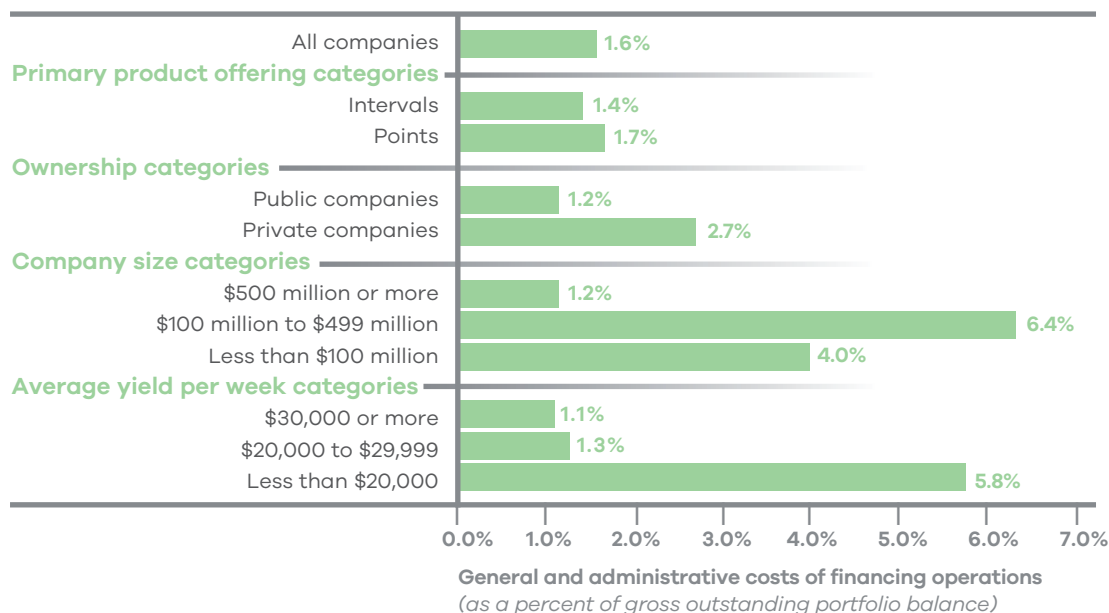


Source: Deloitte & Touche LLP based on 7 company survey responses.

Intervals companies reported slightly lower general and administrative costs of financing operations as compared to points companies (Figure 79). Public companies reported lower costs than private companies, and companies with net originated sales of \$500 million or more reported lower costs than companies with net originated sales less than \$500 million.

FIGURE 79

GENERAL AND ADMINISTRATIVE COSTS OF FINANCING OPERATIONS, 2023, ALL GEOGRAPHIES



Source: Deloitte & Touche LLP based on a minimum of 7 company survey responses.

FIGURE 80
AVERAGE PORTFOLIO BALANCE,
2023, ALL GEOGRAPHIES

	Average portfolio balance (in millions)
All companies	\$1,377.5
Primary product offering categories	
Intervals	1,188.4
Points	1,503.5
Ownership categories	
Public companies	2,207.0
Private companies	548.0
Company size categories	
\$500 million or more	2,102.7
\$100 million to \$499 million	774.8
Less than \$100 million	127.8
Average yield per week categories	
\$30,000 or more	1,343.9
\$20,000 to \$29,999	2,194.7
Less than \$20,000	428.5

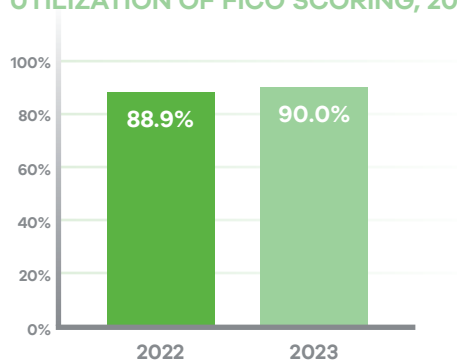
Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses. The results above were calculated using a simple average.

FICO scores

Credit risk scores are widely used by major financial service and credit issuing organizations, such as mortgage and auto loan originators and timeshare companies, as one input in making consumer credit decisions. The most widely used credit risk score is the FICO score, which is a three-digit score calculated on a consumer's credit history to rank that consumer on the likelihood that their credit obligations will be paid as expected.

Participants of the survey were asked to indicate whether FICO scoring is a component of their underwriting criteria. A majority of the respondents, 90.0 percent, reported that they utilize FICO scoring, which is 1.1 percentage points greater than 2022 (Figure 81).

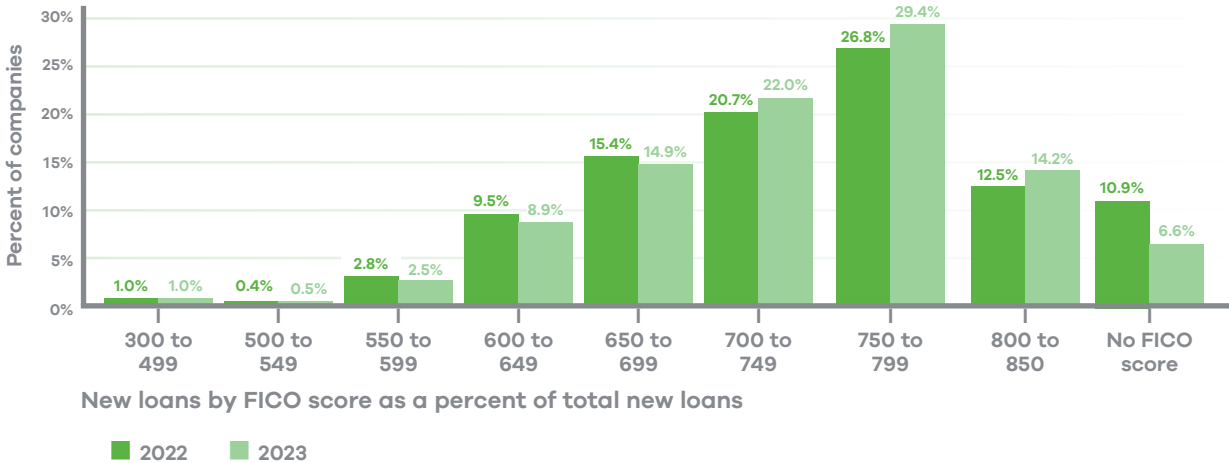
FIGURE 81
UTILIZATION OF FICO SCORING, 2023



Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

FICO scores are calculated in a range from 300 to 850, with higher scores calculated to represent lower risk. Approximately 66.3 percent of loans issued by respondent companies were reported to be offered to consumers with FICO scores between 650 and 799 in 2023 (Figure 82).

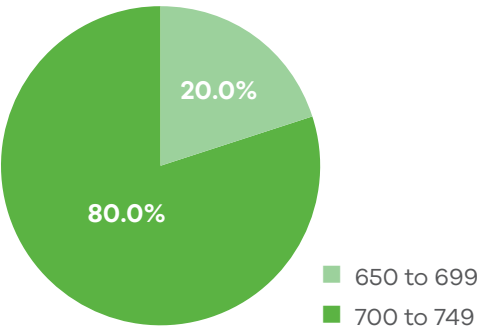
FIGURE 82
DISTRIBUTION OF NEW LOANS BY FICO SCORE, 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 8 company surveys responses.

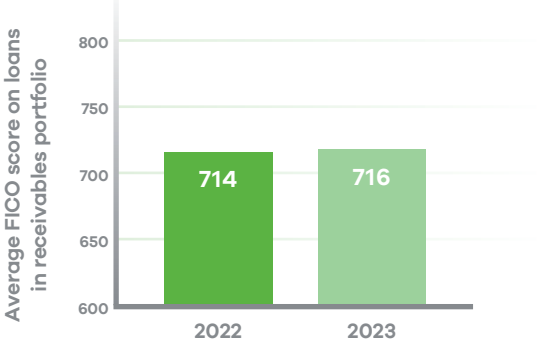
Ten survey respondents reported a weighted average FICO score between 650 and 749 on loans held in their receivables portfolios at calendar year end 2023 (Figure 83a).²¹ At the portfolio level, high FICO scores average against low FICO scores. The weighted average FICO score reported by ten respondents ranged from 677 to 737. Overall, weighted average FICO scores increased by two points from 714 in 2022 to 716 in 2023.

FIGURE 83a
DISTRIBUTION OF COMPANIES BY
WEIGHTED AVERAGE FICO SCORE ON
LOANS IN RECEIVABLES PORTFOLIO,
2023, ALL GEOGRAPHIES



Source: Deloitte & Touche LLP based on 10 company survey responses.

FIGURE 83b
AVERAGE FICO SCORE ON LOANS
IN RECEIVABLES PORTFOLIO



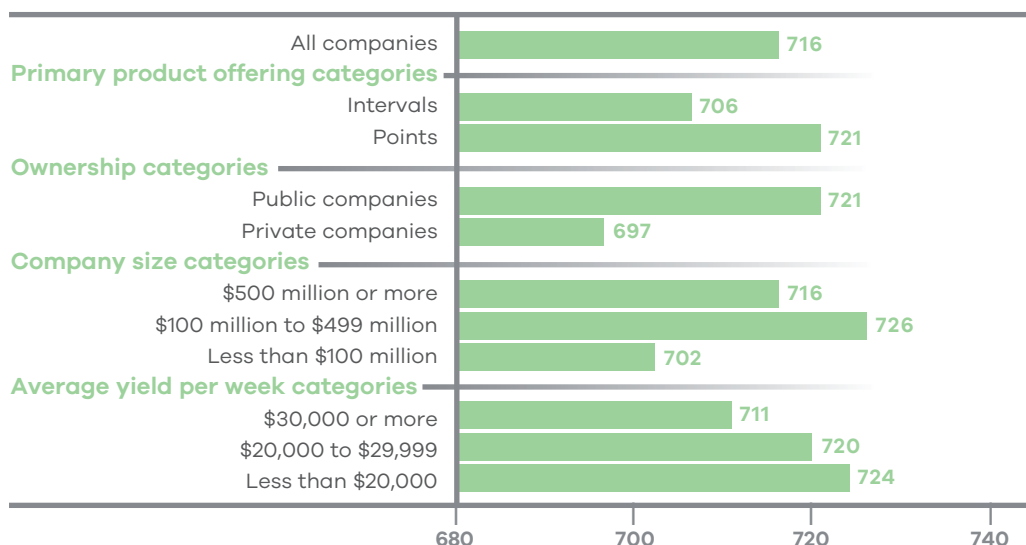
Source: Deloitte & Touche LLP based on 10 company survey responses.

²¹ The FICO score information for loans in companies' receivables portfolios refers to FICO scores at the point of loan origination.

Survey respondents revealed different average FICO scores on loans held in their receivables portfolios according to company category. Public companies, points companies, companies with between \$100 million and \$499 million of net originated sales, and companies with an average yield per week of less than \$30,000 reported weighted average FICO scores on loans held in their receivables portfolios higher than the average of all companies (Figure 84).

FIGURE 84

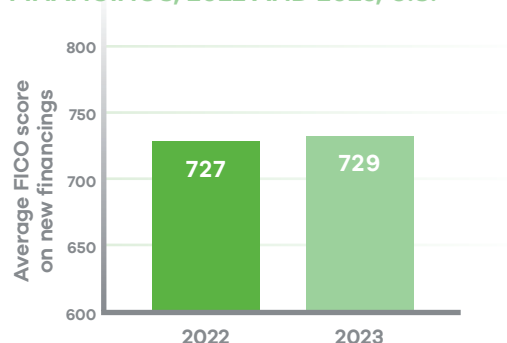
AVERAGE FICO SCORE ON LOANS IN RECEIVABLES PORTFOLIO BY COMPANY CATEGORY, 2023, ALL GEOGRAPHIES



Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

FIGURE 85

AVERAGE FICO SCORE ON NEW FINANCINGS, 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 8 company survey responses.

For the eight respondent companies, the FICO score on new financings ranged from 680 to 748 in 2023, which resulted in a weighted average FICO score on new financings of 729 in 2023 (Figure 85). This was an increase of two points as compared to 2022.

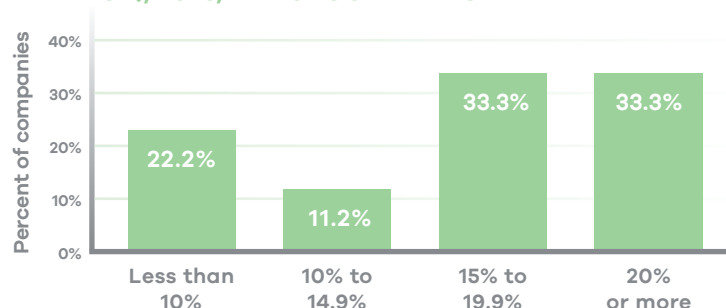
Static pool default rate

Static pool analyses assist management and underwriters to assess the quality of a company's receivables by providing historical information on default rates of consumer loans. When performing a static pool analysis, a company separates its collectibles into one or more groups or "pools," which share common traits, such as all receivables originated in a specific time period. The pools are considered "static" in the sense that the set of receivables tracked by a pool is kept constant. For example, the set of loans made during the first quarter of 2010 is tracked as a pool so that the company can measure the number of these specific loans that default in each of the quarters through the term of the loans.

Tracking historical performance in this manner can be useful in forming estimates of future default rates. In the survey, companies were asked to provide an estimate of the cumulative principal losses they expect on their receivables portfolio based on static pool analyses that they had conducted. More specifically, the survey asked companies to report the pro forma static pool default rate estimated as the cumulative actual and projected future defaults net of reinstatements, divided by the original principal balance.

In total, nine respondents reported static pool default rates for 2023. The reported rates ranged from 6.5 percent to 52.6 percent with a weighted average of 22.5 percent, a 0.2 percentage point decrease from the amount reported in 2022. This indicates that respondents expected cumulative principal losses on the loans in their receivables portfolios to total approximately 22.5 percent, including losses that had already occurred and losses expected to occur in the future. Of the nine respondents, 66.6 percent reported static pool default rates of 15 percent or greater while 33.4 percent reported static pool default rates of less than 15 percent (Figure 86).

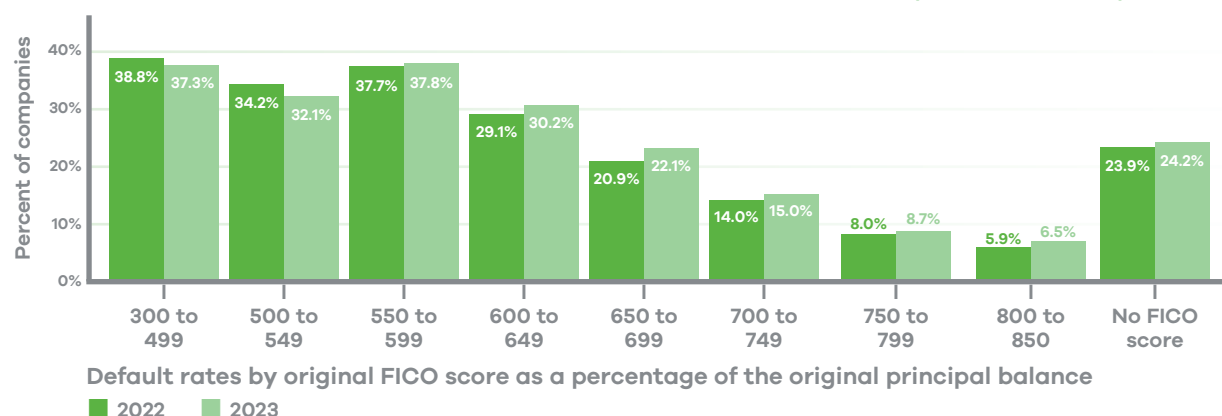
FIGURE 86
DISTRIBUTION OF COMPANIES BY STATIC POOL
DEFAULT RATE (AS A % OF ORIGINAL PRINCIPAL
BALANCE), 2023, ALL GEOGRAPHIES



Source: Deloitte & Touche LLP based on 9 company survey responses.

Respondents were asked to provide static pool default percentages by certain FICO score range at the time the loan was made to the timeshare purchasers. The static pool default rate by FICO score increased for band categories ranging from 550 to 850 and no FICO score, and decreased for band categories ranging from 300 to 549 when comparing 2023 to 2022 (Figure 87).

FIGURE 87
STATIC POOL DEFAULT RATE DISTRIBUTION BY ORIGINAL FICO SCORE, 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 4 company survey responses.

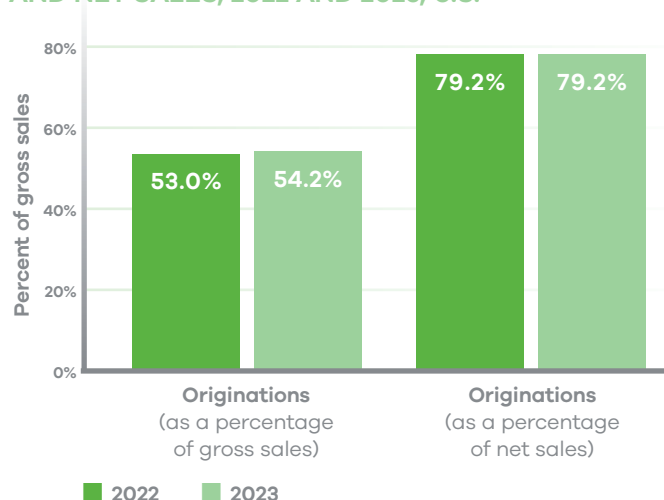
Originations

Respondents were asked to provide origination data related to all inventory that is owned by the developer both as a percentage of gross sales and net sales. Gross sales for the purposes of the survey question is inclusive of upgrade contract selling prices while net sales are equal to gross sales less upgrade contract selling prices. Weighted average originations as a percentage of gross sales increased 1.2 percentage points from 53.0 percent in 2022 to 54.2 percent in 2023, while weighted average originations as a percentage of net sales remained consistent at 79.2 percent from 2022 to 2023 (Figure 88).

Responses show that origination data varies across companies as 50.0 percent of respondents reported originations were less than 60.0 percent of gross sales in 2023 (Figure 89) and 55.6 percent reported originations were less than 80 percent of net sales in 2023 (Figure 90).

FIGURE 88

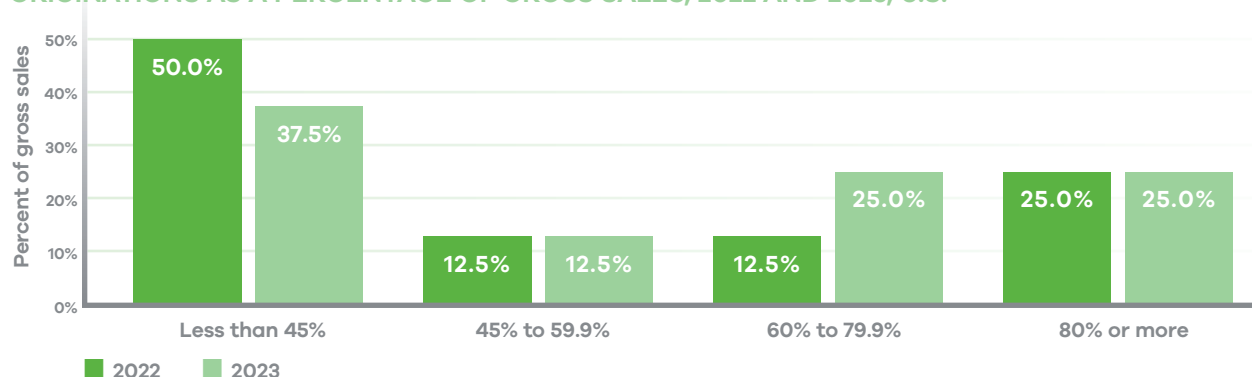
ORIGINATIONS AS A PERCENTAGE OF GROSS AND NET SALES, 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on a minimum of 8 company survey responses.

FIGURE 89

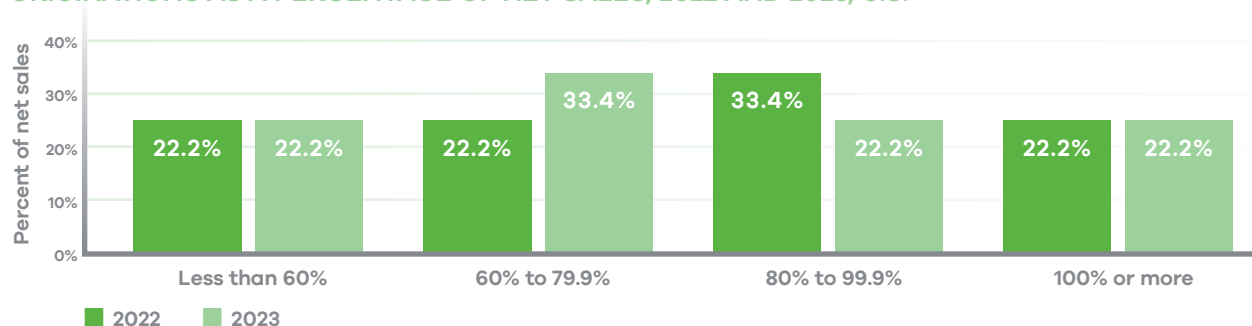
ORIGINATIONS AS A PERCENTAGE OF GROSS SALES, 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 8 company survey responses.

FIGURE 90

ORIGINATIONS AS A PERCENTAGE OF NET SALES, 2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 9 company survey responses.

Respondents were asked to provide information on timeshare unit bookings and cancellations as shown in Figure 91 below.

Overall, the number of standard bookings and the number of standard cancellations demonstrated an increase, while the number of sales and marketing package bookings and number of sales and marketing cancellations demonstrated a decrease from 2022 to 2023. Seven companies provided standard bookings and cancellations (owners and guests) data. The number of standard bookings increased by 4.6 percent from 2,868,773 in 2022 to 3,000,725 in 2023. The number of standard cancellations increased by 11.2 percent from 1,013,422 in 2022 to 1,126,742 in 2023. The standard cancellation rate increased 6.3 percent from 35.3 percent in 2022 to 37.5 percent in 2023.

Six companies provided responses on the number of sales and marketing package bookings and cancellations (non-owners). The number of sales and marketing package bookings decreased by 2.0 percent from 788,567 in 2022 to 772,583 in 2023. The number of sales and marketing package cancellations decreased by 5.7 percent from 212,710 in 2022 to 200,606 in 2023. The sales and marketing package cancellation rate decreased 3.7 percent from 27.0 percent in 2022 to 26.0 percent in 2023.

FIGURE 91

**CHARACTERISTICS OF OCCUPANCY BOOKINGS AND CANCELLATIONS,
2022 AND 2023**

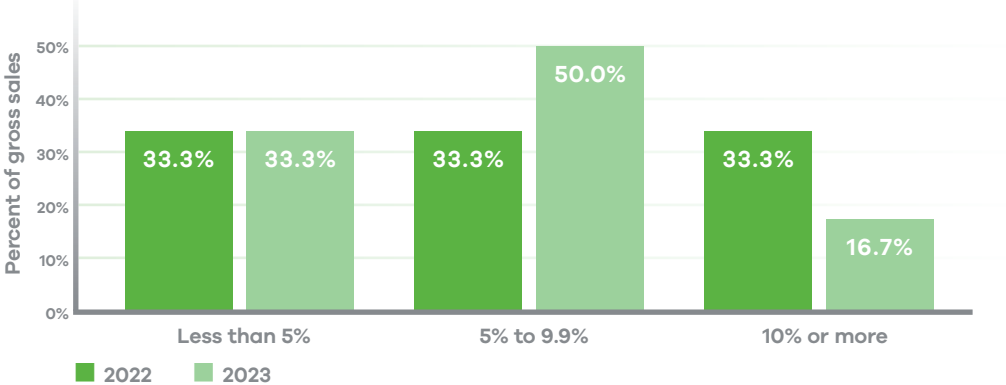
	2022	2023	% Increase/ (Decrease)
Number of standard bookings (owners and guests)	2,868,773	3,000,725	4.6%
Number of standard cancellations (owners and guests)	1,013,422	1,126,742	11.2%
Number of sales & marketing package bookings (non-owners)	788,567	772,583	(2.0%)
Number of sales & marketing package cancellations (non-owners)	212,710	200,606	(5.7%)

Source: Deloitte & Touche LLP based on a minimum of 6 company survey responses.

In regard to the question asking respondents for the percentage of positions open for employment, six companies provided data indicating that 83.3 percent of companies reported less than 10 percent of positions open for employment as of December 31, 2023.

This compares to 66.6 percent of companies who reported less than 10 percent of positions open for employment as of December 31, 2022. The average percentage of positions open across all respondents was 6.6 percent as of December 31, 2023, a decrease compared to 10.2 percent as of December 31, 2022.

FIGURE 92
POSITIONS OPEN FOR EMPLOYMENT AS A PERCENTAGE OF ALL POSITIONS,
2022 AND 2023, U.S.



Source: Deloitte & Touche LLP based on 6 company survey responses.
The 2022 numbers equal 99.9% due to there only being 6 respondents.

68 APPENDIX A:

Summary Results and Statistics

FIGURE 93

SELECTED SALES METRICS

	Minimum	Maximum	Simple average	Weighted average	Median
Close Rate	10.2%	74.5%	15.4%	15.8%	16.3%
Existing Owner Close Rate	9.1%	72.1%	16.1%	15.9%	23.1%
New Owner Close Rate	10.4%	87.9%	14.8%	16.0%	13.6%
Volume Per Guest	\$1,919	\$6,362	\$4,254	\$4,212	\$4,350
Existing Owner VPG	\$2,325	\$10,746	\$6,002	\$7,202	\$4,745
New Owner VPG	\$1,429	\$8,276	\$2,347	\$2,705	\$2,401
Average Transaction Value	\$7,707	\$36,792	\$27,593	\$27,808	\$21,902
Existing Owner Average Transaction Value	\$5,603	\$76,834	\$37,202	\$50,698	\$19,949
New Owner Average Transaction Value	\$9,412	\$36,006	\$15,839	\$17,680	\$15,778

Source: Deloitte & Touche LLP based on a minimum of 9 company survey responses.

FIGURE 94

PORTFOLIO PERFORMANCE

	Minimum	Maximum	Simple average	Weighted average	Median
Portfolio Size	\$120,503,268	\$3,590,184,480	\$1,377,461,448	N/A	\$880,386,063
Currency	59.8%	97.1%	87.3%	86.4%	91.4%
Gross Defaults	0.9%	24.8%	9.4%	9.7%	8.5%
Allowance for Uncollectibles	4.7%	31.4%	16.9%	20.2%	17.4%
Interest Rate (Excluding Service Fee)	11.5%	15.8%	13.8%	14.1%	13.9%
Interest Rate (Including Service Fee)	13.2%	15.1%	14.0%	14.3%	15.0%
Term to Maturity (Months)	66.6	138.3	100.1	103.0	96.1
Weighted Average FICO Score	677	737	714	716	721
Static Pool Default Rate	6.5%	52.6%	20.8%	22.5%	18.5%

Source: Deloitte & Touche LLP based on a minimum of 5 company survey responses.

FIGURE 95

PORTFOLIO PERFORMANCE

— NEW FINANCINGS

	Minimum	Maximum	Simple average	Weighted average	Median
Financed Value	48.8%	72.0%	59.5%	56.1%	59.3%
Term (Months)	94.7	144.7	119.5	120.6	118.9
Interest Rate (Excluding Service Fee)	11.5%	15.4%	13.8%	14.2%	13.9%
Interest Rate (Including Service Fee)	13.6%	15.7%	14.5%	14.5%	14.3%
Non-Upgrade Down Payment	7.0%	24.8%	16.9%	17.1%	17.5%
Upgrade Down Payment	22.0%	68.9%	37.2%	45.7%	35.0%
Weighted Average FICO Score	680	748	728	729	735

Source: Deloitte & Touche LLP based on a minimum of 5 company survey responses.

Part I - 2024

Financial Performance Survey

Timeshare company:

Address:

Person coordinating survey response:

Name:

Title:

Phone:

E-mail:

Please return completed survey to: ARDASurvey@deloitte.com

This is Part I of a three-part survey form. Part II and Part III are on the next tabs of this workbook. The following questions refer to the entire timeshare organization, including all resorts, without separating by geographic region. Please answer all monetary questions in U.S. dollars. Provide data for calendar years 2022 and 2023 in the columns provided. Exclude fractionals, private residence clubs ("PRC's") and whole-ownership units from all parts of the survey. Definitions are provided on the last tab in this workbook.

Note: Many questions require answers to be based on financial statements prepared in accordance with U.S. GAAP.

General Characteristics

Entire company, all geographies, calendar years

1. Ownership status at year-end (public or private)
2. Location of headquarters (city, state, and country)
3. Did you complete any acquisitions during the current year? (Business Combinations) (yes or no)
4. What type of products did the company offer during 2021 and 2023? (Note: Interval week programs have been separated into two categories in this question, an additional description has been provided on each timeshare category.)
 - a. **Traditional interval weeks** (yes or no) Refers to ownership of traditional interval weeks. The consumer has purchased a specific type of week at a specific resort. This week may then be exchanged through internal or external exchange systems, either for an interval week-based vacation or in some cases transferred for points, such as in a hotel brand frequent guest program.
 - b. **Interval weeks with the ability to use through a timeshare points system** (yes or no) Refers to a points system or vacation club backed by an interval week interest. The legal structure of the consumer's purchase is supported by a deeded week or week-based ownership interest (including right-to-use, beneficial interest associated with trust based vehicles, or other non-deeded week-based interest), but the consumer has the ability to use the interest at its "home resort" or directly through a timeshare points-based system.
 - c. **Timeshare points** (yes or no) Refers to pure points systems. The consumer has purchased points or credits backed by a usage right to a club's internal network of resorts.
 - d. **Fractionals** (yes or no) Exclude fractional sales and receivables from all questions in this survey.
 - e. **Whole-ownership** (yes or no) Exclude whole-ownership sales and receivables from all questions in this survey.
 - f. **Exclusive of the categories in questions 4a-4c**, (are you providing leased or term timeshare products (yes or no)? Exclude products that provide for residual interest to the consumer at end of lease term.
 - f.1 If yes to question f, please provide the sales dollar value
- 5a. Are you performing sales and marketing services on behalf of another developer for a fee ("fee-for-service")? (yes or no)
- 5b. Are fee-for-service activities being provided by another developer on your behalf? (yes or no)

Receivables Portfolio

6. The following questions refer to the portfolio of receivables (including securitized and/or hypothecated receivables), including receivables for sales made in earlier years.
Note: All responses related to receivables in the survey must relate to those receivables reported on the developer's financial statements. Do not include receivables that you are servicing for other developers.
 - a. Gross outstanding portfolio balance, at December 31 (in dollars)
 - b. At December 31, on a contractual basis what percentage of the dollar amount of this portfolio was:
Current (current or fewer than 31 days delinquent)
Between 31 to 60 days delinquent
Between 61 to 90 days delinquent
Between 91 to 120 days delinquent
More than 120 days delinquent
Total should equal 100%
 - c. After how many days delinquent do you write-off receivables? (i.e., 120)
 - d. Gross defaults (total amount charged against the allowance for uncollectible accounts as a percentage of gross outstanding portfolio balance, at December 31. Excludes foreclosure costs, which are included in Question 6e.)
 - e. Allowance for uncollectible accounts as a percentage of gross outstanding portfolio balance, at December 31.
 - f. General and administrative costs of financing operations (including financial costs such as treasury and consumer loan servicing, collection costs, and foreclosure costs) (report dollar value)
 - g. Pro forma static pool default rate. Calculated as cumulative actual and projected future defaults net of reinstatements, divided by original principal balance. Reinstatements refer to receivables that had previously been deemed a credit loss, but which were later deemed to be collectable. Assume no inventory recovery. (i.e., do not include the expected value of inventory recovered through defaulted receivables)

70 APPENDIX B: Survey

Receivables Portfolio — continued

- h. Does the Company charge monthly servicing fees on financed receivables? (yes or no)
- i. What is the average monthly servicing fee?
- j. Average interest rate exclusive of monthly servicing fee (on the timeshare consumer loans in the portfolio at year-end, weighted by outstanding principal balance)
- k. Average interest rate inclusive of monthly servicing fee (on the timeshare consumer loans in the portfolio at year-end, weighted by outstanding principal balance)
- l. Weighted average maturity in months (average remaining months to maturity of loans in the portfolio at year-end, weighted by outstanding principal balance)
- m. Average FICO score on loans in the portfolio at year-end (most recent FICO score), weighted by outstanding principal balance
- n. Does the Company utilize FICO scoring in your receivables underwriting criteria? (yes or no)

Entire company, all geographies, calendar years
2022 2023

Hypothecation of Receivables During Year

- 7. The following questions refer to hypothecations of consumer receivables during 2022 and 2023.
 - a. Value of total fundings (in dollars)
 - b. Weighted average advance rate (percentage advanced to developer)
 - c. Weighted average interest rate paid by developer for hypothecation loan
 - d. Weighted average remaining term to maturity on consumer loans (at point of hypothecation, in months)

Entire company, all geographies, calendar years
2022 2023

Receivable Portfolio Transactions without Recourse During Year (Securitizations)

- 8. The following items refer to securitizations of consumer receivables during 2022 and 2023. Original sales only (exclude securities that had been previously sold, repurchased, and sold again).
 - a. Number of separate securitization transactions
 - b. Gross value of sales contracts securitized (reported as collateral value or outstanding principal balance) (in dollars)
 - c. Weighted average advance rate (calculated as net value of sales or proceeds received for sale divided by gross value of sales contracts sold).
Weighted average interest rate paid by timeshare company
 - d. Weighted average benchmark rate (e.g., 5.2%)
 - e. Weighted average spread (e.g., 0.6%)
 - f. Total weighted average interest rate (combination of d and e; e.g., 5.8%) (calculated based on formula)
 - g. Weighted average expected annual prepayment rate (including upgrades, excluding defaults)

Entire company, all geographies, calendar years
2022 2023

%	%

Part II - 2024

Financial Performance Survey

The following questions require information for U.S. operations only. Please answer all monetary questions in U.S. dollars. Provide data for calendar years 2022 and 2023 in the columns provided. Definitions are provided on the last tab in this workbook.

Note: Many questions require answers to be based on financial statements prepared in accordance with U.S. GAAP.

Number of Resorts

- 9. Number of timeshare resorts. Exclude resorts that offer only fractional, private residence club, and/or whole-ownership product. It is expected that all resorts will be categorized in one of the following three categories. Multiple resort phases at a single location would typically be counted as a single resort. Note: Resorts in the survey must relate to inventory that is owned by the developer.
 - a. Resorts that were open and in active sales. Include resorts that were in active sales at any point during the year, including resorts that did not have an on-site or proximate sales center, but which were actively sold from other sales centers. Proximate refers to situations in which the timeshare resort is near the sales center, such that buyers can easily visit and/or tour the resort site.
 - b. Resorts that were not open but were in active pre-sales at any point during the year. Include resorts that did not have an on-site or proximate sales center but were actively sold from other sales centers.
 - c. Resorts not in active sales at any point during the year.

U.S. sales locations (50 states), calendar years
2022 2023

APPENDIX B: Survey 71

Number of sales centers and sales activity by sales center type

10. Number of active sales centers and sales volume by sales center type. Exclude sales centers that sell only fractional, private residence club and/or whole-ownership product. Report the dollar value of net originated sales, which should be consistent with the total reported in Question 12c if you are not participating in fee-for-service arrangements. Enter "0" rather than "N/A" if answer is zero. Include sales to existing owners and other in-house guests.

Note: All sales data reported in this question must relate to all inventory that is sold by the developer including inventory sold on behalf of others under fee-for-service agreements. Do not report sales data related to inventory that is sold by other developers on your behalf.

	U.S. sales locations (50 states), calendar years	
	2022	2023
a. Sales centers located at, or proximate to, one of the respondent company's timeshare resorts that is either open or in pre-sales. Include sales centers that were in active sales at any point during the year.		
a1. Number of centers		
a2. Net originated sales (in dollars)		
b. Sales centers that are located in a hotel but not located at, or proximate to, one of the respondent company's timeshare resorts that is either open or in pre-sales. Include sales centers that were in active sales at any point during the year.		
b1. Number of centers		
b2. Net originated sales (in dollars)		
c. Sales centers that are neither located at, or proximate to, one of the respondent company's timeshare resorts or at a hotel. Excluding telesales.		
c1. Number of centers		
c2. Net originated sales (in dollars)		
d. Centers that conduct telesales activity (completing timeshare sales without hosting customers at a sales center).		
d1. Number of centers conducting telesales		
d2. Net originated sales by telesales (in dollars)		
d2a. Telesales that were not to existing owners (in dollars)		
d2b. Telesales that were to existing owners (in dollars)		
e. Total of four categories above (calculated based on formula)		
e1. Total number of sales centers	0	0
e2. Total net originated sales (in dollars)	\$0	\$0
f. Total net originated sales for non-owned timeshare inventory sold under fee-for-service agreements. (This is the total net originated sales of timeshare inventory sold on behalf of others under fee-for-service agreements)		

Selected sales metrics

11. Sales metrics. Exclude telesales from the following responses. Include sales to existing owners and other in-house guests.

Note: All sales data reported in this question must relate to all inventory that is sold by the developer including inventory sold on behalf of others under fee-for-service agreements. Do not report sales data related to inventory that is sold by other developers on your behalf.

	U.S. sales locations (50 states), calendar years	
	2022	2023
a. Number of tours. Represents the number of tours taken by guests in the company's efforts to sell timeshares. Include all tours of sales prospects, whether they occur on-site or at an off-site sales center.		
a1. Number of owner tours		
a2. Number of non-owner tours		
Sum of 11a1 and 11a2 should equal 11a		
b. Number of sales transactions (exclude rescissions) (Transactions should include: week sales, EOY sales, multiple-week sales, upgrades (that count as zero weeks because no additional weeks are considered sold when an upgrade is, for example, from a one-bedroom unit to a two-bedroom unit), points sales, reloads (which should be part of all categories above, except upgrades). Transactions should not include sales of trial membership programs.)		
b1. Number of sales transactions that were not to existing owners		
b2. Number of sales transactions that were to existing owners		
Sum of 11b1 and 11b2 should equal 11b		
c. Close rate (excludes sales that are canceled through rescission, calculated based on formula)		
d. Net originated sales excluding telesales (expected to be the same as Question 10e2 minus telesales, calculated based on formula)		
d1. Net originated sales that were not to existing owners		
d2. Net originated sales that were to existing owners		
Sum of 11d1 and 11d2 should equal 11d		
e. Volume per guest ("VPG"). Represents timeshare sales revenue per guest and is calculated by dividing net originated sales, excluding telesales, by the number of tours. (calculated based on formula)		
f. Average transaction value (this is calculated based on net originated sales and excludes any charges not reflected in net originated sales, such as closing costs)		
g. Owner growth rate over prior year. Report the growth rate of the actual number of owners as compared to one year earlier.		

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Sales revenue

12. Annual timeshare sales information (in dollars). Include interval week and points sales. Show items that reduce revenue in a given period, such as rescissions, as negative values.

Note: All sales data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory sold on behalf of others.

- a. Gross sales (Sales value before rescissions. Sales value should approximate the amount at which a timeshare interest would be sold in an all-cash sale, without financing or incentives, e.g. net of the fair value of any incentives received by the buyer. Exclude temporary sales such as trial memberships, exit programs and samplers. Include the incremental dollar value of upgrade sales and reloads, regardless whether the sale represents incremental ownership of time. For example, include the dollar value of upgrades from a biennial to an annual interval, as well as an upgrade from a shoulder season to peak season or an upgrade from a one-bedroom to a two-bedroom.)

U.S. sales locations (50 states), calendar years
2022 2023

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- b. Rescissions dollars (\$) (Typically this is a negative number that reduces gross sales to a lower value for net originated sales. Depository rescissions, which are situations in which the buyer has made a deposit but hasn't yet provided the down payment necessary to qualify the transaction as a contract sale, are not counted in gross sales and are therefore not counted as rescissions.)

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b1. Rescission dollars (\$) - new owner sales

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b2. Rescission dollars (\$) - existing owner sales

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Sum of Q12b1 and Q12b2 should equal 12b

- c. Net originated sales (sub-total of a plus b) (calculated based on formula)

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Sum of Q12a and Q12b should equal 12c

- d. Reduction of revenue for uncollectible accounts

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- e. Net deferrals for rescission period

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- f. Net deferrals for buyer commitment

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- g. Sales after reduction for uncollectibles accounts, and deferrals for rescission period and buyer commitment (sub-total of c plus d, e, and f) (Calculated based on formula)

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Sum of Q12c, Q12d, Q12e, and Q12f should equal 12g

- h. Net deferral for percentage-of-completion

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- i. Sales revenue according to U.S. GAAP (total of g plus h)

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Sum of Q12g and Q12h should equal 12i

- j. Total net originated sales for owned timeshare inventory sold under fee-for-service agreements. (This is the total net originated sales of timeshare inventory owned by you and sold by others under fee-for-service agreements)

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For the following questions, please provide information on the company's interval week sales in Questions 13 to 15, and points sales in Questions 16 to 18.

- These two categories (points and interval weeks) are intended to be consistent with Question 4 in Part I, with Interval Sales referring to products that fit in categories 4a and 4b (traditional interval weeks and interval weeks with the ability to use through a timeshare points system) and Points Sales referring to products in 4c (pure timeshare points systems).
- These two categories are not intended to overlap, and the combined totals should represent the company's net originated sales reported in Question 13c.
- Exclude fractional, private residence club and whole-ownership sales.

Interval sales

13. Annual net originated timeshare sales of intervals (in dollars). (Consistent with definition of net originated sales used for Question 12c).

Note: All sales data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory sold on behalf of others.

U.S. sales locations (50 states), calendar years
2022 2023

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14. Quarterly net originated timeshare sales of intervals (in dollars). The total of the four quarters of each year should match the total reported in Question 13.

Note: All sales data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory sold on behalf of others.

a. 2022

b. 2023

U.S. sales locations (50 states),
calendar year quarters
Q1 (Jan-Mar) Q2 (Apr-Jun) Q3 (Jul-Sep) Q4 (Oct-Dec)

15. Number of equivalent weeks sold as interval week product. Include reloads and the incremental annual weeks of use associated with upgrade sales that result in incremental ownership of time, such as an upgrade from a biennial to an annual interval, but exclude upgrades that are only a change in unit type, resort, or season, such as one-bedroom to a two-bedroom. For example, the sale of one upgrade from a biennial to an annual interval would count as 0.5 equivalent weeks sold, while an upgrade from a shoulder season to a peak season or an upgrade from a one-bedroom to a two-bedroom would count as zero equivalent weeks sold. The answers to this question will be used to measure sample set sales volume in weeks, and to calculate yield per interval week based on response to Question 13 above (see "Definitions" tab for explanation of yield per week). Therefore, the figure should be prior to percentage-of-completion adjustment.

Note: All sales data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory sold on behalf of others.

U.S. sales locations (50 states), calendar years
2022 2023

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Points sales

16. Annual net originated timeshare sales of points product (in dollars). (Consistent with definition of net originated sales used for Question 12c).
Note: All sales data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory sold on behalf of others.

U.S. sales locations (50 states), calendar years
2022 2023

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17. Quarterly net originated timeshare sales of points product (in dollars). The total of the four quarters of each year should match the total reported in Question 16.
Note: All sales data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory sold on behalf of others.
- a. 2022
b. 2023

U.S. sales locations (50 states), calendar year quarters			
Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Sep)	Q4 (Oct-Dec)

18. Number of equivalent weeks sold as points product (calculate weeks sold on an implied interval week conversion factor based on internal measures, see "Definitions" tab). Include the incremental annual equivalent weeks of use associated with purchases of additional points by existing owners. The answers to this question will be used to measure sample set sales volume in weeks, and to calculate yield per equivalent week based on response to Question 15 above (see "Definitions" tab for explanation of yield per week). Therefore, the figure should be prior to percentage-of-completion adjustment.
Note: All sales data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory sold on behalf of others.

U.S. sales locations (50 states), calendar years
2022 2023

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Check on totals

19. The following are calculations based on the answers provided above.
- a. Total net originated sales of interval weeks
b. Total net originated sales of points
c. Implied yield per week on interval week sales
d. Implied yield per week on points sales
e. Total weeks and points sales
f. Total net originated sales (should match the amount shown for 12c)
Check on totals (is the sum of Q13 and Q16 equal to Q12c)

\$0	\$0
\$0	\$0
no interval weeks sold	no interval weeks sold
no points sold	no points sold
\$0	\$0
\$0	\$0
Yes, totals match	Yes, totals match

Inventory

20. Inventory that is currently available for sale. Defined as number of unsold weeks of inventory available for sale at resorts on December 31 (equivalent weeks of unsold inventory of units, including points and interval week products).

Note: The inventory data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory to be sold on behalf of others.

- a. Existing completed inventory available for sale. (Unsold inventory of completed units ready for intended use, including reacquired and unsold product. Units that are ready for intended use but do not yet have a certificate of occupancy should be included in the response to this question as completed inventory.)
21. Capital expenditures related to timeshare inventory:
- a. Capital expenditures related to the development of timeshare inventory that began construction in prior years. (For 2022, total capital expenditures during the year ended December 31, 2022 to develop timeshare inventory started prior to January 1, 2022. For 2023, total capital expenditures during the year ended December 31, 2022 to develop timeshare inventory started prior to January 1, 2023.)
- b. Capital expenditures related to timeshare inventory that began construction in the current year (new timeshare projects). (For 2022, total capital expenditures during the year ended December 31, 2022 related to timeshare inventory that was started between January 1, 2022, and December 31, 2022. For 2023, total capital expenditures during the year ended December 31, 2023 related to timeshare inventory that was started between January 1, 2023, and December 31, 2023.)
- c. Capital expenditures related to fully completed inventory for the year ended December 31, 2022 and 2023 (e.g. turn-key or Just In Time inventory purchases)
Note: Do not include buyback purchases of developer inventory from owners or owner associations.
- d. Capital expenditures related to buy-backs from owners or Property Owner Associations for the year ended December 31, 2022 and 2023.
22. Dollar value of construction costs and undeveloped land included in inventory, but not under current development as of December 31, 2022 and 2023 (i.e. inventory developments where construction has been placed on hold or is inactive).

U.S. sales locations (50 states), calendar years
2021 2023

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Key Ratios

23. Express responses to the following items as percentages of net originated timeshare sales during the year as reported in Question 12c.

Note: All sales data reported in this question must relate to inventory that is owned by the developer. Do not include inventory sold on behalf of others for the responses to this question.

U.S. sales locations (50 states), calendar years
2022 2023

- a. Estimated uncollectable sales (expected to be consistent with the value shown in Question 12d), as a percentage of net originated sales.
 - b. Cost of sales, also referred to as product cost (including land, infrastructure, amenities, buildings, FF&E, soft costs, capitalized interest, capitalized maintenance fees, etc.) using the relative sales value method, excluding any retrospective adjustments being made for prior periods. As with the other items in this question, express as a percentage of net originated sales.
 - c. Sales commissions (gross, including taxes, benefits)
 - d. Other sales and marketing costs to sell timeshare intervals or points. Include general and administrative costs associated with sales and marketing, and include closing cost expenses.
 - e. General and administrative costs related to timeshare sales operations (excluding marketing, bad debt, HOA subsidies and G&A costs of financing operations, such as treasury and consumer loan servicing, collection costs, and foreclosure costs, which are covered in Question 6f). Overall general and administrative costs should be allocated across the various revenue centers so that only the approximate portion of general and administrative costs related to timeshare sales operations are reported in this line. The method used to allocate G&A costs should be determined by the respondent. One example would be to allocate by revenue share, so that if timeshare sales operations account for 80 percent of total revenue, 80 percent of G&A costs would be allocated to this line.
 - f. HOA subsidies and/or maintenance fees (operating, replacement reserve, and property taxes) paid by development company (including costs that the development company elected not to pass on as increased costs to owners in a given year), net of realized rental revenue.
 - g. Pre-tax margin of timeshare sales operations
- Total (it is expected that this total will equal 100%)

[illegible]

24. Percentage of net originated timeshare sales in which the buyer was already an existing owner of one or more timeshare interests at the company at the time of sale (do not count ownership of a trial membership as ownership of a timeshare interest at the company). Calculate as the dollar value net originated timeshare sales to existing owners (including upgrade sales and reloads) divided by the total dollar value of net originated timeshare sales reported in Question 12c.

Note: All sales data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory sold on behalf of others.

Consumer Financing

25. The following items refer to new financing provided to consumers at the point of sale during the period. Include telesales in the following responses. For upgrade sales, use the characteristics of the new loan. For example, if an owner with \$4,000 of equity and \$6,000 principal balance outstanding on an existing loan purchases an upgrade vacation ownership interest with a stated sales price of \$20,000, and uses the equity in their existing interval as the down payment, resulting in a new loan with a principal balance of \$16,000, use the interest rate and term of that \$16,000 loan.

Note: All responses related to receivables in the survey must relate to those receivables reported on the developer's financial statements. Do not include receivables that you are servicing for other developers.

- a. Ratios to total originated sales value plus closing costs. Consider the following example: 100 sales occur at an average price of \$10,000 and average closing costs of \$200 (\$1,020,000 of total originated sales value plus closing costs); 10 were cash or cash-out within the first 90 days (\$102,000 cash), 10 were upgrade sales for incremental sales revenue of \$10,000 and closing costs of \$200 in which there was no cash down payment (\$102,000 financed), while \$9,180 was financed on each of the other 80 sales (\$81,600 cash down payment, \$734,400 financed). In this example, a1 would be 10.0 percent ($\$102,000/\$1,020,000$), a2 would be 8.0 percent ($\$81,600/\$1,020,000$), and a3 would be 82.0 percent ($(\$102,000 + \$734,400)/\$1,020,000$).

U.S. sales locations (50 states), calendar years
2022 2023

- a1. Cash or cash-out within first 90 days
- a2. Cash down payment

Sub-total (a1+a2): Cash sales and down payments

- a3. Financed value

Total should equal 100%

100.0%	100.0%

- b. Average interest rate exclusive of servicing fee. Calculate as the weighted average provided on financed sales each year, using the stated interest rate on the notes. For example, if 10 loans with an original principal balance of \$9,000 carried a stated interest rate of 15 percent, and 20 loans with an original principal balance of \$8,000 carried a stated interest rate of 13 percent, the weighted average would be 13.7 percent.

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Consumer Financing — continued

U.S. sales locations (50 states), calendar years
2022 2023

c. Average interest rate inclusive of servicing fee, also known as Annual Percentage Rate ("APR"). Calculate as the weighted average provided on financed sales each year, using the APR on the notes. For example, if 10 loans with an original principal balance of \$9,000 carried an APR of 15 percent, and 20 loans with an original principal balance of \$8,000 carried an APR of 13 percent, the weighted average would be 13.7 percent.		
d. Average term (in months). Calculate the weighted average on financed sales following the example for Question 25b. Exclude sales that are cash or cash-out.		
e. Average down payment (as a percentage of stated sales price on financed sales). Calculate the weighted average for financed sales only. For example, if 100 sales occurred at an average price of \$10,000, and 10 were cash or cash-out within the first 90 days, 80 were financed with a \$1,000 down payment (\$80,000 down on \$800,000 of sales) and 10 were financed with a \$1,500 down payment (\$15,000 down on \$100,000 of sales), then the average down payment was 10.6 percent of the stated sales price on financed sales (\$95,000 down on \$900,000 of sales). Exclude sales that are cash or cash-out.		
e1. Average down payment on non-upgrade sales (as a percentage of stated sales price on financed sales)		
e2. Average down payment on upgrade sales (In calculating the down payment on those sales that were upgrade sales, calculate the down payment as any cash down payment plus the amount of equity in the owner's existing vacation ownership interest, as a percentage of the stated sales price of the new (upgrade) vacation ownership interest.)		
f. Distribution of new loans by FICO score (not weighted, simply the percentage of total new loans made to buyers in each FICO score range)		
f1. 300 to 499		
f2. 500 to 549		
f3. 550 to 599		
f4. 600 to 649		
f5. 650 to 699		
f6. 700 to 749		
f7. 750 to 799		
f8. 800 to 850		
f9. No FICO score		
Total should equal 100% (calculated based on formula)	100.0%	100.0%
g. Weighted average FICO score (on new loans, weighted by original principal balance, exclude buyers without FICO scores)		
h. The Pro forma static pool default rate by FICO band. Calculated as cumulative actual and projected future defaults net of reinstatements, divided by original principal balance. Reinstatements refer to receivables that had previously been deemed a credit loss, but which were later deemed to be collectable. Assume no inventory recovery. The figure should NOT total to 100%.		
h1. 300 to 499		
h2. 500 to 549		
h3. 550 to 599		
h4. 600 to 649		
h5. 650 to 699		
h6. 700 to 749		
h7. 750 to 799		
h8. 800 to 850		
h9. No FICO score		
Total (calculated based on formula)	0.0%	0.0%
26. Originations calculated as a percentage of sales . Note: All sales and origination data reported in this question must relate to all inventory that is owned by the developer. Do not include inventory sold on behalf of others.		
a. Originations as a percentage of gross sales. The gross sales amount inclusive of upgrade contract selling prices.		
b. Originations as a percentage of net sales. The net sales should equal gross sales less upgrade contract selling prices.		
27. a. Percentage of owners with a timeshare loan as of December 31st		
b. Percentage of owners without a timeshare loan as of December 31st		
Total should equal 100%	100.0%	100.0%

Part III - 2024

Financial Performance Survey

The following questions require information for U.S. operations only. Please answer all monetary questions in U.S. dollars. Provide data for calendar years 2022 and 2023 in the columns provided. Definitions are provided on the last tab in this workbook.

Resort Occupancy

U.S. sales locations (50 states), calendar years
20222023

Note: All booking and cancellation numbers reported in Question 28a through 28d should reflect room counts. Please consider gross bookings (including reservations that were later cancelled) in Questions 28a and 28c. Please consider all reservation cancellations from the population of gross bookings (per Questions 28a and 28c) in Questions 28b and 28d. Please consider the occupancy date of the reservation in the three months ended time period in Questions 28a through 28d.

28a. Number of standard bookings (owners and guests)		
28b. Number of standard cancellations (owners and guests)		
28c. Number of sales & marketing package bookings (non-owners)		
28d. Number of sales & marketing package cancellations (non-owners)		
29. Please report the number of positions open for employment as a percentage of all positions as of December 31st		

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Capital Expenditure

Refers to capital expenditures on developing or purchasing timeshare inventory (including turn-key, just-in-time inventory, and buy-backs from property owner associations).

Contract

An agreement between two or more parties that creates enforceable rights and obligations.

Currency

Calculated as the total percentage of the portfolio that is current or fewer than 31 days delinquent on timeshare payments.

Default

Occurs when a loan is declared in default or when payments are more than 120 days delinquent.

Delinquent

A delinquent receivable results when a defined payment has not been received as specified by the loan documents. The delinquency period is defined as the number of days subsequent to the prescribed payment due date.

Fractionals

Ownership interest that is either a shared equity or club interest representing a time period of not fewer than two weeks but usually three weeks or more. Fractional ownership typically offers additional services, amenities, and flexibility relative to timeshare, so that a bundle of timeshare weeks would not be considered a fractional interest. Fractional sales and financed notes should be excluded from totals and averages reported in this survey.

Gross Defaults

Calculated as the total amount charged against the allowance for uncollectible accounts during period as a percentage of gross outstanding portfolio balance at period end.

Hypothecated receivables

Represents the installment sales contracts which are pledged as collateral for debt.

Interval week conversion factor

Points-based developers may calculate weeks sold on an implied interval week conversion factor based on internal measures. For example, one approach may be to divide the number of points redeemed during the year by the number of unit weeks occupied. Or, developers that assign point values to unit inventory may calculate the implied interval week conversion factor for the system overall.

Net Originated Sales

Revenue calculated as gross sales revenues (including both cash and financed sales) less incentives and rescissions.

Originations

Refers to the origination of a loan as a result of financing a timeshare purchase.

Prepayment rate

The rate at which loans are paid off before the end of the note term. This is a key assumption used in the valuation model used to value the retained interest in a securitization model.

Recourse

The right of a transferee of receivables to receive payment from the transferor of those receivables for (1) failure of debtors to pay when due, (2) the effects of prepayments, or (3) adjustments resulting from defects in the eligibility of the transferred receivables.

Reload

A transaction whereby a customer obtains a second interval from the same seller but does not relinquish the right to the first, for example, obtaining an additional unit, an additional interval, or additional points.

Rental Revenue

The total gross rental income recorded in the developer's income statement for the specified periods.

Rescission

Statutory right of the buyer to cancel a sales contract within a certain defined time period and obtain a return of all consideration paid to the seller.

Relative sales value method

A method of allocating inventory cost and determining cost of sales in conjunction with a timeshare sale. Cost of sales is calculated as a percentage of net sales by applying a cost-of-sales percentage, determined as the ratio of inventory cost to total remaining estimated timeshare revenue to be collected from sales of the inventory.

Resort Occupancy

The proportion of timeshare units in use at a resort based on physical occupancy (meaning an actual guest check-in occurred). Occupancy includes owners, owners' guest, exchange guest, renter, and marketing guest.

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Revenue

In accordance with Accounting Standards Codification (ASC) 606, revenue is recognized on VOI sales upon transfer of control, which is defined as the point in time when a binding sales contract has been executed, the financing contract has been executed for the remaining transaction price, the statutory rescission period has expired, and the transaction price has been deemed to be collectible.

Sales value

A calculated amount that approximates the amount at which a timeshare interval would be sold in an all-cash sale, without financing or incentives. Sales value is determined by adjusting the stated sales price to the present value of the receivable, adding fees paid by the buyer that are unrelated to financing, and subtracting the value of incentives and services provided to the buyer (to the extent the fair value of the incentives or services exceeds the amount the buyer pays for the incentives or services).

Securitization

The obtaining of funds through the issuance of securities backed by a pool of mortgages or mortgage-related securities without recourse.

Standard Booking

A standard timeshare reservation by owners and guests (i.e., not a sale & marketing package).

Standard Cancellation

A cancellation of a standard timeshare reservation by owners and guests (i.e., not a sale & marketing package).

Static pool default analysis

Static pool analysis is used to measure the performance of a grouping, or pool, of receivables. This method analyzes performance by tracking credit losses or other variables throughout the duration of the pool. For this survey, the static pool default rate is calculated as cumulative actual and projected future loan losses (e.g., defaults) net of reinstatements, divided by the original principal balance.

Trial membership program

A marketing program under which a timeshare developer offers a customer, who has previously toured one of the development company's projects, a stay at one or more of the development company's projects for an upfront fee that reflects a reduced rate. In exchange, the customer agrees to take another, subsequent tour under the trial membership program during the customer's stay at that project. If the subsequent tour results in

a sale, the developer may allow the customer to apply some or all of the amount paid for the trial membership toward the purchase of a timeshare, and/or as a part of the down payment. Also referred to as an exit program or sampler.

Upgrade

A transaction whereby a customer relinquishes the right to a currently held timeshare interval and obtains a higher-priced timeshare interval from the same seller.

Variable Consideration

If the consideration promised in a contract includes a variable amount, an entity shall estimate the amount of consideration to which the entity will be entitled in exchange for transferring the promised goods or services to a customer. An amount of consideration can vary because of discounts, rebates, refunds, credits, price concessions, incentives, performance bonuses, penalties, or other similar items. The promised consideration also can vary if an entity's entitlement to the consideration is contingent on the occurrence or nonoccurrence of a future event. For example, an amount of consideration would be variable if either a product was sold with a right of return or a fixed amount is promised as a performance bonus on achievement of a specified milestone. Uncollectibles from financed timesharing transactions (e.g., reserves on consumer timeshare loan receivables) are akin to an implicit right of return which should be accounted for as variable consideration in determining the transaction price.

Whole-ownership

Vacation product in which each unit has one owner. Whole ownership sales and financed notes should be excluded from the totals and averages reported in this survey.

Yield per week

Net originated sales (including both cash and financed sales) divided by number of equivalent weeks sold. It is the same concept as the average price per week measure that was calculated in previous editions of the Financial Performance Survey, but has been relabeled to reflect that upgrade sales revenue is included in the numerator of the calculation even though upgrade sales do not result in the net absorption of an additional equivalent week and therefore do not impact the denominator.

Terms defined in ASC 805

The following are terms that are used in this survey that have the same meaning as defined in the FASB Accounting Standards Codification (ASC) 805 Business Combinations. The definitions provided below are abbreviated from ASC 805 for the purpose of this definitions page and do not represent guidance by Deloitte for any other purpose. Readers should refer to the full ASC 805 for reference.

Acquirer

The entity that obtains control of the acquiree. However, in a business combination in which a variable interest entity (VIE) is acquired, the primary beneficiary of that entity always is the acquirer.

Business

An integrated set of activities and assets that is capable of being conducted and managed for the purpose of providing a return in the form of dividends, lower costs, or other economic benefits directly to investors or other owners, members, or participants.

A self-sustaining integrated set of activities and assets conducted and managed for the purpose of providing a return to investors. A business consists of all of the following:

1. Inputs
2. Processes applied to those inputs
3. Resulting outputs that are used to generate revenues

For a set of activities and assets to be a business, it must contain all of the inputs and processes necessary for it to conduct normal operations, which include the ability to sustain a revenue stream by providing its outputs to customers.

Business Combination

A transaction or other event in which an acquirer obtains control of one or more businesses. Transactions sometimes referred to as true mergers or mergers of equals also are business combinations.



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