

Peppertree Vacation & Travel Club Member Survey

October 1, 2009

Dear PVTC Member,

As we previously announced in our report about our meeting with Festiva management, in concert with Festiva, the Advisory Committee has prepared a survey about the usage patterns and quality of our family of resorts. The [Peppertree Vacation and Travel Club](#) (PVTC) is a points-based vacation club. Currently we have about 4,500 members, down from about 10,000 members at the time the club was acquired by Festiva. Although the rate at which our membership is decreasing has slowed, we still continue to lose members through conversions to Festiva, reversions to fixed week ownership and defaults.

In order to provide quality trading power and fair maintenance fees as our number of members declines, our best course of action is for Festiva to continue to remove excess weeks from our inventory, particularly those with high maintenance fee costs, low trading value and/or limited usage by members. One way for PVTC members to enhance that process is to [complete a satisfaction survey](#) about the various properties. This will become another factor Festiva will use in identifying the less valued weeks.

We are counting on all PVTC members to give us the 5 to 10 minutes it takes to complete our online survey. Simply click on the link below to begin the survey.

Everyone who participates in this survey and provides a valid e-mail address will also be immediately entered in to a raffle that will entitle the winner to a 4 day 3 night stay at one of our PVTC resorts. It is our way of saying thank you for all the members who are coming together for the good of our club, and participating in this important project.

[Please click here to take our brief member survey.](#)

Thanks in advance,

[Tina Lawrence](#)

[Richard Lidbom](#)

[Jeff Sanderson](#)

Peppertree Vacation and Travel Club Advisory Committee

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