

**WHEN ARE BILLS DUE? WILL I OWE INTEREST/LATE FEES?**  
January 1 bills are due. If paid late interest equal to a rate of 1 % per month will be applied plus a one-time late fee of \$50 per account (not per week/share owned). Why? Besides it being unfair to those Owners who do pay on time, during the winter your maintenance fee money is needed for exactly that – performing maintenance at the resort and purchasing supplies for the upcoming season.

**CAN I PAY MY FEES WITH A CREDIT CARD?**  
Yes Since this adds additional administrative effort and costs there is an administrative fee of \$35 per account (not per week/share owned). MasterCard and Visa are accepted.

**HOW AND WHEN CAN I MAKE MY CAR RESERVATION?**  
The sooner the better. Usually in mid December reservations start for the upcoming year. Call 401-783-4613 or tollfree 866-783-7996 for Interstate Navigation Ferry from Point Judith (southern Rhode Island). See schedule at [www.BlockIslandFerry.com](http://www.BlockIslandFerry.com)

**WHEN CAN I SCHEDULE MY FLOATING WEEK?**  
**STARTING MONDAY DECEMBER 19 AT 9:00AM**  
Call VRI Central Reservations at 800-228-2968 and press 1. Full payment for all fees for all weeks owned must be received prior to making reservation.

**WHAT IF THE WEEK I WANT IS NOT AVAILABLE?**  
When you call in to make your floating week reservation have a 1<sup>st</sup> and 2<sup>nd</sup> choice week to request. Remember what is popular for you is also popular to other Owners which is why it is advisable to call in as close to 9:00AM as possible on the first morning that scheduling opens in December.

**CAN I CHANGE A FLOATING WEEK THAT HAS ALREADY BEEN SCHEDULED?**  
Maybe If there is a unit open in a different week you may be able to change your reservation. But remember that floating weeks are scheduled on a space available 'first come, first served' basis so no guarantees of course. If you cannot come out for the week you originally scheduled or do not call to schedule until very late, and the week you want is not available, unfortunately you will have to forfeit your week for that year as carryovers are not allowed. Understand that each year only enough weeks are set aside to accommodate the current year's needs. However, if it is more than 14 days to the NH checkin date you can deposit that week with Interval International, and in the future exchange it to use your week at another resort at another time – even another year up until 2 years after the checkin date of the Neptune House week you gave to I.I.

**CAN I CARRY OVER A FLOATING WEEK FROM ONE YEAR TO THE NEXT? NOT RESERVE A FLOATING WEEK THIS YEAR BUT RESERVE 2 WEEKS NEXT YEAR?**  
No Each year only enough weeks are set aside to accommodate a current year's needs.

**WHAT IF I CAN'T COME DURING MY WEEK 18-43?**  
--Exchange your week with Interval International and visit another vacation resort another week of the year, or even another year. Open an I.I. exchange membership by calling: 800-828-8200.

--Rent it. Call VRI at 866-469-8222 for assistance. Also call this number to see if other owners have listed their weeks for rent if you are seeking additional units for a week.

--Let friends/family use the week. Just call the Neptune House Resort Manager at 401-466-2100 with their names, telephone number, email address and if you know what ferry/day they'll be arriving.

**EMAIL ADDRESS & CELL PHONE NUMBERS:**  
Remember that if you change your mailing address, email address, or telephone numbers to call the Resort Manager to advise of the changes: 401-466-2100.

***SORRY, BUT ABSOLUTELY NO PETS PERMITTED***

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**WHAT IF I WANT TO SELL MY WEEK?  
OR BUY ANOTHER WEEK?**

Owners can get assistance in selling or buying by calling Joanne at 401-261-2032

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