



Section A – Product:

Criteria	Indicators	Declarations
<p>A1- Product Options Products are to be customer centric, transparent and transferable</p> <p><small>*Structure and guidelines of the product(s) need to be submitted to NTOA's help desk for training and support.</small></p>	<p>Please indicate your product type – check any or all that apply.</p> <p>Deeded Product Points based product Membership based product Term based product</p>	<p>Declare any and all that apply</p>
<p>A2- Rescission Period A specific amount of time must be given after purchase as a grace period to terminate the purchase. Law or policy, depending on the location of the property/company, may govern this amount of time.</p>	<p>Please indicate what your policy supports</p> <p>3 days 5 days 7 days 10 days _____ days</p>	<p>Declare any and all that apply</p>
<p>A3- Owner/member support services</p> <p><small>*Guidelines of the services(s) need to be submitted to NTOA's help desk for training and support.</small></p>	<ul style="list-style-type: none"> - Program dedicated to member satisfaction on and off site - Dedicated customer service line - Program to coordinate medical services on site and nearby. 	<p>Declare any and all that apply</p>

Section B - Services

Criteria	Indicators	Declarations
<p>B1- House and Grounds</p>	<ul style="list-style-type: none"> - Plan to adequately maintain the health of pools and spas. - Policy to clearly mark any potential hazard to ensure owner/member safety - Well-lit walkways and halls. - Policy to support adequate pest control 	<p>Declare any and all that apply</p>
<p>B2- Housekeeping/Maid Service</p>	<ul style="list-style-type: none"> - Policy outlining clear standards and quality assurance procedures - Written procedure to ensure compliance with housekeeping standards. - Policy to ensure high level of hygiene standards. 	<p>Declare any and all that apply</p>
<p>B3- Food and Beverage</p>	<ul style="list-style-type: none"> - Policy ensuring facilities have standard food safety & handling procedures - Policy outlining food & beverage service procedures 	<p>Declare any and all that apply</p>
<p>B4- Security</p>	<ul style="list-style-type: none"> - Program establishing standard guidelines for security personnel - Policy to prevent, respond and 	<p>Declare any and all that apply</p>

	mitigate safety and security issues - Policy and training for an emergency operation plan	
B5- Recreation/Entertainment	- need help here	Declare any and all that apply
B6- Training/Support	- Policy promoting ongoing training to all employees in all departments - Support in fostering a corporate wellness program - Policy to support staff certification in first aid and CPR training	Declare any and all that apply
B7- Visitor Satisfaction The resort has a system in place to assess and report owner/member satisfaction, and if necessary, take action to improve the owner/member satisfaction during their stay, if within the means of the resort.	- Policy to address owner/member/visitor satisfaction before, during and after stay - Program incorporating Intuition Brand Marketing tools to ensure guest satisfaction - Policy encouraging all employees to adopt a high standard of customer service at all times.	Declare any and all that apply
Section C Community and Culture		
Criteria	Indicators	Declarations
c1- Inventory of Tourism Assets The resort has an up-to-date, publicly available and promoted assessment of local tourism and attractions including (when applicable) cultural and ecological sites.	- Representative(s) from local tour group(s) is available to service visitors on resort grounds - Resort has dedicated person available to assist and service owners/members - Pamphlets and information about local tourism is accessible to all visitors at a designated service area.	Declare any and all that apply
c2- Tourism Awareness and Education The resort provides regular support to programs and communities to enhance understanding of the impact and challenges of tourism in their communities.	-Participation in community awareness programs effecting tourism's - Program to raise awareness of tourism's role and contributions to community, schools and environment - Support community efforts to make tourist sites and cultural facilities accessible to all, including persons with disabilities.	Declare any and all that apply
c3- Cultural Awareness and Education The resort provides regular support to programs and communities to enhance understanding of and education about local culture	-Participation in community awareness programs effecting local indigenous cultures - Resort program to highlight and support local indigenous cultures - Prevent any exploitation of local indigenous cultures	Declare any and all that apply
c4- Support for Community The resort has a system to enable, encourage and support local enterprises and individuals	- Program to encourage sourcing of local goods, services and staff to maximize the impact in the local community. - Program to promote local artisans, farmers, and suppliers in the hospitality sector.	Declare any and all that apply
Section D Environmental Sustainability		

<p>D1- Energy Conservation Resort has a system/policy in place to encourage the reduction of energy consumption.</p>	<ul style="list-style-type: none"> - Program to support the reduction of fossil fuels - Increase the use of low-impact transportation on site - Utilize alternative and renewable energy sources such as solar and wind - Formal plan to improve energy efficiencies utilizing EF windows, EF doors, EF thermostats, structural materials, etc. 	<p>Declare any and all that apply</p>
<p>D2- Water Quality and Management Program to assist, monitor, reduce consumption and ensure safety of water resources compatible or exceeding the requirements of the resort community, state and country</p>	<ul style="list-style-type: none"> - Program to promote reduction of consumption - System to monitor and ensure quality drinking and recreational water. - Policy to respond to water quality issues 	<p>Declare any and all that apply</p>
<p>D3- Wastewater Resort has clear and enforced guidelines in place to ensure all wastewater is treated and released safely with minimal adverse effects on the local population and environment.</p>	<ul style="list-style-type: none"> - Program to ensure testing and maintenance of septic tanks (if applicable) and wastewater treatment systems - Program to ensure proper treatment of wastes when disposed or releases with minimal adverse effects on the local population and environment. 	<p>Declare any and all that apply</p>
<p>D3- Solid Waste Reduction Resort has a system in place to encourage the reuse, recycle and reduction of solid waste consumption</p>	<ul style="list-style-type: none"> - Program to educate staff and guest on how to reduce and recycle waste on site - Ensure safe disposal of waste that can not be reused or recycled 	<p>Declare any and all that apply</p>

The Pledge

The accreditation is supported and upheld by the developer’s/resort’s pledge to maintain high quality standards reflected in the 4 focus points of the accreditation; product, service, community culture and environmental sustainability.

Developer/resort also pledges to openly communicate and cooperate with the AVO should an owner dispute arise. Management agrees to use all reasonable means to resolve dispute as well as work closely with the AVO as its preferred independent support provider and partner.

Please attach any documentation to support your declarations and submit all applications to Christy@avoworldwide.com

Developer/ Company_____

Authorized Signature_____

Print Name:_____

Title:_____ Date:_____