

## DO-NOT-CALL POLICY AND PROCEDURES

Sundance Vacations has adopted and adheres to the policies described below to comply with the Federal Trade Commission's ("FTC") and Federal Communications Commission's ("FCC") regulations, and if applicable, State Do-Not-Call laws regarding wired and wireless telephone communications (whether by live, artificial or prerecorded voice, telephone facsimile machine, computer or otherwise) to any covered telephone line or number.

Sundance checks or scrubs telephone numbers on our calling lists against Do-Not-Call lists that we obtain from various sources and we further limit unwanted calls by regularly documenting the situation(s) in which a person *may* be contacted by the Company even without checking or scrubbing those numbers against applicable Do-Not-Call lists.

As required by law, we download against the national Do-Not-Call list every 31 days. We also remove from our calling lists the telephone numbers of those individuals who directly request to be removed. While typically removal of name and contact information pursuant to a request is immediate, removal can take up to but not more than 30 days to complete. A company specific Do-Not-Call list ("DNC list") is created by such individual requests.

We retain company specific Do-Not-Call requests for a minimum of 10 years or as required by Federal law. If Customers move or change telephone numbers, we ask they contact us at 570-820-0900 so the new address and/or telephone number can be added to our DNC list.

To protect a customer's privacy, it is the policy of Sundance not to divulge, share or forward a customer's Do-Not-Call requests to another party and/or entity without the requesting customer's prior express consent.

### Procedures

- It is the responsibility of all managers and the Compliance Officer to ensure all telemarketing employees have access to the current telephone marketing information, with computer suppressed DNC list numbers.
- When a client requests that Sundance no longer contact them, the request must be recorded by the Sundance employee as a Do-Not-Call by selecting the status of Do-Not-Call in the data base. This Do-Not-Call status immediately places the customer's name and contact information on Sundance's DNC list and further ensures that the customer's name is removed from all automated or automatic message player that solicits by the use of an artificial or prerecorded voice message.
- All contact information of those that request to be on the DNC list must be requested by the employee and, if provided, accurately recorded on the date of the request.
- The Compliance Officer shall insure that the data base is regularly updated with any numbers and/or contact information of those that request to be put on the DNC list.
- If a customer requests the name of the caller or name, address and telephone number of Sundance, it must be provided to them. If they request a copy of the Do-Not-Call Policy and Procedures, please advise the Compliance Officer and a copy of this Do-Not-Call Policy and Procedures will be timely forwarded to the customer.

To comply with all applicable Do-Not-Call laws, Company representatives are trained on applicable rules regarding telephone solicitations, including a review of the rules pertaining to Do-Not-Call restrictions. Compliance is enforced, and Employees can be subject to discipline for any failure to comply with the Company's Do-Not-Call Policy and Procedures.

If you would like a copy of our Do-Not-Call Policy, please contact us during normal business hours. All requests should be directed to:

**Sundance Vacations, Inc. Consumer Protection Act Compliance Officer**  
**Benjamin T. Uzialko, Jr.**  
**264 Highland Park Blvd**  
**Wilkes Barre, PA 18702**  
**(570) 820-0900, x1099**  
**buzialko@vacmail.com**