

## **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.

Sundance checks or scrubs telephone numbers on our calling lists against Do-Not-Call lists that we obtain from various sources, or we document why a person may be contacted without checking or scrubbing against any Do-Not-Call lists.

As required by law, we scrub 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 pursuant to a request is immediate, for full implementation please allow up to 30 days for your name and contact information to be removed. 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 you move or change your telephone number, please contact us at 570-820-0900 to request your new address and/or telephone number be added to our DNC list, if not on the national Do-Not-Call registry.

In order to protect a customer's privacy, it is the policy of Sundance not to divulge, share or forward a customer's request not to be called to another party and/or entity without the 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 any 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.

We have trained our employees that are engaged in telephone marketing on these policies and procedures and we require our employees to follow them at all times. We have a policy of disciplining and we will discipline any employee who fails to abide by these policies and procedures.

If you have questions about our Do-Not-Call Policy and Procedures, please contact us during normal business hours. Questions about our company's Do-Not-Call policies should be directed to:

Telephone Consumer Protection Act Compliance Officer  
Sundance Vacations  
264 Highland Park Blvd  
Wilkes Barre, PA 18702  
(570) 820-0900, x1101  
[pfantaskey@vacmail.com](mailto:pfantaskey@vacmail.com)