

Frequently Asked Questions for Bluegreen Owners

1. When I book a reservation on the RCI website, how long will it take for the Points to be deducted from my Bluegreen account?
 - a. Points will be deducted from your Bluegreen account within two business days of the day you make your reservation. You will be held responsible for the re-payment of any Points used that exceed your available Bluegreen Point balance.
2. Is there a discounted exchange fee if I book my reservation online?
 - a. Yes, you will receive a discounted exchange fee by making your reservation online. The fee varies by reservation type and length of stay.
3. Who do I contact if I have questions about a reservation I booked on this website?
 - a. For questions about reservations booked through this website, or any other RCI exchange questions, please contact the RCI service line for Bluegreen at 800.445.0088.
4. Who do I contact if I have questions about my Point balance shown on this website?
 - a. For a more detailed breakdown of your Bluegreen Vacation Points, please log into www.bluegreenonline.com and visit the My Account page or call Bluegreen Vacation Services at 800.456.2582. If you have questions about Points on your RCI account from a cancellation, please call the RCI service line for Bluegreen at 800.445.0088.
5. How do I cancel or modify my exchange reservation?
 - a. To cancel or modify a reservation, you must contact RCI service line for Bluegreen at 800.445.0088.
6. I do not have enough Points to make the reservation I want. What are my options?
 - a. If you do not have enough Points to make the reservation you want, please call Bluegreen Vacation Services at 800.456.2582. You may be able to borrow Points from your next year's allotment or, if you are a Traveler Plus member, you may rent additional Points in increments of 1,000 Points at www.bluegreenonline.com.
7. Do I need to deposit a Bluegreen week before I can book my exchange vacation?
 - a. No, it is not necessary for you to deposit a Bluegreen week/reservation to book your RCI exchange. You can search for your exchange vacation and book your reservation using Bluegreen Vacation Points on this website or by calling the RCI service line for Bluegreen at 800.445.0088.
8. Where can I find a copy of my reservation confirmation?
 - a. To view a copy of your reservation confirmation, select 'My RCI® Account' at the top of the page, then click 'Exchange Reservation Details' or 'Last Call Reservation Details.'
9. Who do I contact if I am having difficulty using this website?
 - a. If you are having difficulty using this website, an RCI Vacation Guide will be happy to help you by calling 800.445.0088.
10. How far in advance can I book my exchange reservation?
 - a. Reservations for a full week stay may be booked up to two years in advance of check-in. Traveler Plus members who have the benefit of booking RCI Nightly Reservations may book up to 10 months in advance of check-in for stays of less than a week.