



## Platinum Unit Upgrades Owner Fact Sheet

Platinum Unit Upgrades is a Privileges benefit available exclusively to Privileges Platinum and 100 Club members. You will be upgraded to the next room classification, when available at selected resorts, for the duration of your stay.

---

### Access

#### **Who has access to Platinum Unit Upgrades?**

Platinum Unit Upgrades are offered exclusively to eligible Privileges Platinum and 100 Club members. If members have outstanding levies/contract payments, upgrades will not occur.

#### **If I book a reservation for friends/family, are they eligible to receive Platinum Unit Upgrades?**

Yes. Friend/family reservations have the same guidelines as Privileges Platinum and 100 Club member reservations, as long as the reservation is booked on your account, according to guidelines.

#### **Are Grab It bookings eligible for Platinum Unit Upgrades?**

No, Grab It bookings are not eligible for Platinum Unit Upgrades.

---

### Trialing

#### **Can a Privileges member trial another Privileges tier and gain access to Platinum Unit Upgrades?**

Yes. Any Privileges members who are trialing Privileges Platinum membership receive access to Platinum Unit Upgrades.

---

### Booking

#### **How to book?**

Platinum Unit Upgrades are a “surprise and delight” benefit, meaning you will not know about the upgrade until check in. Therefore, you cannot book specifically for Platinum Unit Upgrades, rather it will be offered if available to a current booking.

#### **Will I be contacted to advise of a Platinum Unit Upgrade prior to my stay?**

You may be contacted if specific room changes occur which could impact your stay. For example, if the upgraded room has stairs in the room, the Owner Services team will contact you prior to completing the upgrade, to ensure you are able to utilise the facilities within the room. Members will receive a cancellation email for their booked reservation, followed by a new confirmation email for the new upgraded reservation.



## **Platinum Unit Upgrades Owner Fact Sheet**

### **How many times can I receive Platinum Unit Upgrades?**

Platinum Unit Upgrades are unlimited, and will be actioned if available to a current reservation.

### **Are there minimum or maximum nights' stay to qualify for Platinum Unit Upgrades?**

Platinum Unit Upgrades will be facilitated if the next room classification is available on the day of check-in for the duration of the stay. For example, if only two out of five nights were available for a Platinum Unit Upgrade, the upgrade would not occur.

### **What locations qualify for Platinum Unit Upgrades?**

Platinum Unit Upgrades are only available at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd, subject to availability.

### **Are all room classifications eligible for Platinum Unit Upgrades?**

Yes, all room classifications are eligible for upgrades, subject to availability. However, upgrades can only be facilitated to the next room classification. A room classification may be in the form of an upgrade of an additional bedroom, for example, one-bedroom to two-bedroom, or standard to deluxe room.

### **Are last minute bookings eligible for Platinum Unit Upgrades?**

No, Platinum Unit Upgrades are not applicable to last-minute bookings made within 48 hours to ensure resort management can consistently deliver the benefits.

### **When upgrading a Fiji reservation, who pays the additional Transient Occupancy Tax (TOT) for the larger room type?**

Members are required to pay additional fees which occur as part of Platinum Unit Upgrades.