



## Privileges Holiday Extras Owner Fact Sheet

Privileges Holiday Extras is a Privileges by Wyndham benefit, offered exclusively to Privileges by Wyndham members. Privileges Holiday Extras is additional resort inventory provided by Privileges Holiday Extras partners 121 days to 31 days from your desired arrival date.

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### Access

#### **Who has access to Privileges Holiday Extras?**

Privileges Holiday Extras is offered exclusively to eligible Privileges by Wyndham members.

#### **Can I book Privileges Holiday Extras for friends/family?**

You can book a maximum of two Privileges Holiday Extras guest reservations per calendar year. Guest certificates require a payment of \$30 AUD/NZ directly to RCI, and is payable when RCI contacts you within 48 hours of booking the reservation. Please note, if RCI cannot contact you for payment, RCI reserves the right to cancel the reservation. The reservation must be in the correct person's name or the resort will not allow check-in, so it is important you provide the correct guest name at time of booking.

#### **Can Privileges Elite, Diamond, Platinum and 100 Club members use their complimentary guest certificate towards a Privileges Holiday Extras guest reservation?**

Yes. Privileges Elite members and above can use their complimentary guest certificate towards a Privileges Holidays Extras guest reservation.

#### **Are Privileges Holiday Extras available on Grab It?**

No, as Grab It bookings are a separate benefit offered by the Developer, and Privileges Holiday Extras is offered exclusively to Privileges by Wyndham members by a third party, as a Privileges by Wyndham benefit.

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### Payment Options

#### **Which Credit types can be used to book Privileges Holiday Extras?**

The following Credit types can be used to book Privileges Holiday Extras reservations:

- ✓ Privileges Qualified Credits
- ✓ Borrowed Privileges Qualified Credits
- ✓ Bonus Credits
- ✓ Trade Credits

#### **Can I use Expiring Credits to book Privileges Holiday Extras?**

You can use Expiring Credits to book Privileges Holiday Extras, however it is advised to book at least one week prior to the Credit expiry date, to ensure RCI has time to process reservations and deduct Credits before they expire from your WorldMarkSP account.



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### Can I use Privileges Qualified Vacation Credits and cash as payment?

No.

### Can I use cash to book Privileges Holiday Extras?

No.

### Are there any fees associated with Privileges Holiday Extras?

Yes, please view fee information below:

- Housekeeping fees:* You must pay an applicable Housekeeping fee (equivalent to a current one-bedroom apartment fee) upon booking a Privileges Holiday Extras reservation, however if you have a Housekeeping token available on your WorldMarkSP Owner account, you can use this to cover the fee.
- Additional resort fees:* Some properties have additional fees payable to the resort. For example, all-inclusive resort fees and utility fees which are payable with cash. You will be advised upon confirmation of additional fees associated with your reservation.

### Is there an exchange fee associated with Privileges Holiday Extras?

There are no exchange fees to book Privileges Holiday Extras.

### Can I use a Housekeeping token towards the Housekeeping fee with Privileges Holiday Extras?

Yes. If you have a Housekeeping token available on your WorldMarkSP Owner account, you can use this towards the Housekeeping fee associated with your Privileges Holiday Extras reservation.

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## Website

### Do I need to log on to view Privileges Holiday Extras?

You must login to [www.privilegesbywyndham.com.au](http://www.privilegesbywyndham.com.au), click the "Accommodation" tab, and then click "SEARCH RESORTS" under "Privileges Holiday Extras". Privileges Holiday Extras availability will appear in a new window.

### Do I need to register to view/book Privileges Holiday Extras?

No, as you automatically receive access to Privileges Holiday Extras as a Privileges by Wyndham benefit.

### Where can I view resort information?

All resorts have a "Resort Profile" which contains important information about the resort. This can be viewed by clicking the resort name, or "more". The Resort Profile will appear as a downloadable PDF.

### Can I place an 'Ongoing Search' for Privileges Holiday Extras reservations?

No, Ongoing Search is not available for Privileges Holiday Extras. Privileges Holiday Extras displays a segment of weeks available from 121 – 31 days from check-in, therefore there is no capability to place an Ongoing Search for this benefit.



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### **Book**

#### **What is the quality of accommodation through Privileges Holiday Extras?**

Accommodation is provided by external suppliers and quality of accommodation may vary between destinations. Accommodation is not linked to WorldMark South Pacific Club by Wyndham properties, or the Privileges by Wyndham program.

#### **Where can I browse Privileges Holiday Extras availability?**

You can browse availability online by visiting

<https://www.privilegesbywyndham.com.au/accommodation> and clicking "SEARCH RESORTS" under "Privileges Holiday Extras".

#### **How do I book Privileges Holiday Extras?**

You can browse availability online by visiting

<https://www.privilegesbywyndham.com.au/accommodation> and clicking "SEARCH RESORTS" under "Privileges Holiday Extras". To book, contact the Owner Services team on 1300 850 160 (AU), 0800 850 160 (NZ), 008 003 263 (Fiji) or +61 7 5512 8021 (International) and quote "Privileges Holiday Extras". The Owner Services team will send the reservation request to RCI to reconfirm availability and once confirmed (usually within 72 business hours), you will receive confirmation via email.

#### **Are there minimum or maximum nights' stay to qualify for Privileges Holiday Extras?**

Yes. Privileges Holiday Extras are set inventory, therefore they are strictly 7-night blocks. Members cannot book more or less than 7 nights through Privileges Holiday Extras.

#### **What is the booking window for Privileges Holiday Extras?**

You can book between 31-121 days in advance for Privileges Holiday Extras. All availability can be viewed online by visiting <https://www.privilegesbywyndham.com.au/accommodation> and clicking "SEARCH RESORTS" under "Privileges Holiday Extras".

#### **How many times can I book Privileges Holiday Extras?**

You can book as many Privileges Holiday Extras reservations as preferred, however you may only book one Privileges Holiday Extras reservation for the same dates. For example, only one booking can be made for 1<sup>st</sup> – 8<sup>th</sup> December, however you can book multiple reservations for different dates.

#### **What confirmation do I receive after confirming a Privileges Holiday Extras reservation?**

Once you book by contacting the Owner Services team, the reservation information is sent to RCI who facilitate the reservation within a couple of business days. RCI will advise you once the reservation is confirmed, and send confirmation details via email.

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## Privileges Holiday Extras Owner Fact Sheet

### Cancellation

#### **Can I cancel my Privileges Holiday Extras reservations?**

Yes, however if a Privileges Holiday Extras reservation is cancelled, you may be charged the applicable number of Privileges Qualified Credits as follows:

<b>Cancellation Period</b>	<b>Privileges Qualified Credits</b>
22 days or more prior to arrival date	Full Credits returned to Privileges member
21 days or less prior to arrival date	No Credits returned to Privileges member