



Platinum Pamper Pack Owner Fact Sheet

Platinum Pamper Pack is a Privileges benefit available exclusively to Privileges Platinum and 100 Club members. You can ensure a good night's sleep with feather pillows, and enjoy the luxury of slipping into a Privileges robe and matching slippers on arrival at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd.

Access

Who has access to Platinum Pamper Packs?

Platinum Pamper Packs are offered exclusively to eligible Privileges Platinum and 100 Club members.

If I book a reservation for friends/family, are they eligible to receive Platinum Pamper Packs?

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.

What does a Platinum Pamper Pack include?

You will be provided with two feather pillows to the master bed. Two embroidered robes will be hung in the wardrobe and two sets of slippers are also provided. A Privileges Platinum card will be displayed in the room, advising of the Privileges Platinum benefits available to you during your stay.

How do I receive Platinum Pamper Packs?

Platinum Pamper Packs are available to any reservations made under your Owner account at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd, and are placed in the room upon arrival.

When do I receive my Platinum Pamper Pack?

Platinum Pamper Packs are in the rooms upon arrival during a stay at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd.

Which resorts provide Platinum Pamper Packs?

Platinum Pamper Packs are available at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd. These resorts currently include:

1. Ramada Resort by Wyndham, Ballarat
2. Ramada Resort by Wyndham, Coffs Harbour
3. Wyndham Resort Denarau Island
4. Ramada Resort by Wyndham, Dinner Plain, Mt Hotham
5. Ramada Resort by Wyndham, Dunsborough
6. Ramada Resort by Wyndham, Flynn's Beach
7. Ramada Resort by Wyndham, Golden Beach
8. Wyndham Vacation Clubs Kirra Beach

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9. Ramada by Wyndham, Marcoola Beach
10. Wyndham Hotel Melbourne
11. Ramada by Wyndham, Perth, The Outram
12. Ramada Resort by Wyndham, Phillip Island
13. Ramada Resort by Wyndham, Port Douglas
14. Ramada Resort by Wyndham, Rotorua Marama
15. Ramada Resort by Wyndham, Seven Mile Beach
16. Ramada Resort by Wyndham, Shoal Bay
17. Wyndham Hotel Surfers Paradise
18. Wyndham Sydney Suites
19. Wyndham Resort Torquay
20. Ramada Resort by Wyndham, Wanaka
21. Wyndham Sea Pearl Resort Phuket
22. Wyndham Dreamland Resort Bali

These resorts are subject to change at any time, without notice.

How many times can I receive Platinum Pamper Packs?

You will receive one Platinum Pamper Pack at each eligible stay. There is no limit to the number of eligible stays.

Can I take home my Platinum Pamper Pack?

Robes and pillows remain the property of the Developer, therefore you cannot take them home, however if you wish to purchase a robe, you are welcome to contact reception to purchase for AUD\$38.50. You are welcome to take the slippers home after your stay.

Inclusions

How many feather pillows are in the rooms upon arrival?

Two feather and down pillows are placed in the room upon arrival in the master bedroom. Standard pillows are also available if you prefer.

Can I request different pillow types?

You will receive feather pillows in the master bedroom upon arrival to your room at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd. You will also have access to standard pillows. No other pillow requests can be facilitated. Feather pillows are for the exclusive use of Privileges Platinum and 100 Club members and should not be loaned to other Owners or guests.

Can I request different robe sizes?

No, as robes are one-size and size requests cannot be facilitated.

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Can I purchase robes?

You are able to purchase a robe for AUD\$38.50 (inclusive of GST and other taxes) by contacting reception.

Can I request different slipper sizes?

No, as slippers are one-size and size requests cannot be facilitated.

Can I request additional Platinum Pamper Packs during my stay?

You are able to request additional Platinum Pamper Packs (pillows, robes, and slippers) during your stay. You can contact reception to request additional Platinum Pamper Packs.

Trialing

Can a Privileges member trial another Privileges tier and gain access to Platinum Pamper Packs?

Yes. Any Privileges members who are trialing Privileges Platinum membership receive Platinum Pamper Packs on eligible stays.