



Urban Escapes Owner Fact Sheet

Urban Escapes is a Privileges benefit available exclusively to 100 Club members. Privileges Qualified Credits can be used up to three times per Anniversary Year at resorts in Australian and New Zealand capital cities that do not have Club or Associate Resorts when booked through Travel by Wyndham.

Who Can Access

Who has access to Urban Escapes?

Urban Escapes is offered exclusively to eligible 100 Club members.

Can I book Urban Escapes for friends/family?

Yes. Friend/family bookings have the same guidelines as member bookings.

Trialing

Can a Privileges member trial another Privileges tier and gain access to Urban Escapes?

No. 100 Club membership cannot be trialed, therefore Urban Escapes is available exclusively to 100 Club members.

Urban Escapes Payment Types

What type of Credits can be used towards Urban Escapes?

You can use Privileges Qualified Credits towards Urban Escapes. You may only use Credits sourced from your WorldMarkSP Owner account in the first instance (not transferred from other Privileges members or WorldMarkSP Owners).

Can I use borrowed Privileges Qualified Credits towards Urban Escapes?

Yes.

Can I use Bonus or Incentive Credits towards Urban Escapes?

No.

Can I use Wyndham Reward points towards Urban Escapes?

No.

Do Privileges Qualified Credits require a minimum validity period when using Urban Escapes?

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Yes, Privileges Qualified Credits require a minimum of 45 days validity to be accepted.

Can I use cash to top up if I don't have enough Credits?

Yes. Urban Escapes bookings cannot exceed 5,000 Credits per night. If there is a higher Credit amount, the difference in Credit value can be paid in cash. You are also limited to a 3 night maximum stay, however additional nights can be booked paying cash.

What is the conversion rate for Credits when using Urban Escapes if I wish to pay cash?

The conversion rate is AU 6c per Credit.

Booking

How to book?

Urban Escapes can be booked by contacting Travel by Wyndham via phone on 1300 850 160 (AU) or 0800 850 160 (NZ) or via email on travelclub@wyn.com.

Can I book Urban Escapes online?

No, Urban Escapes must be booked by contacting Travel by Wyndham by phone or email.

How many times can I book Urban Escapes?

You can book up to three (3) Urban Escape bookings per Anniversary Year (over and above the Personal Choice benefit) per 100 Club membership.

Is there a minimum or maximum nights' stay when booking Urban Escapes?

A maximum stay of three (3) nights per stay is permitted at resorts offered by third party suppliers, subject to availability. Longer stays may be topped up with cash.

Do Housekeeping fees apply when booking Urban Escapes?

Yes, Housekeeping fees apply when booking Urban Escapes.

What locations can I book with Urban Escapes?

Urban Escapes allows you to use Privileges Qualified Credits for accommodation in Australian and New Zealand capital cities where Club and Associate Resorts are not located. Eligible locations may change from time to time depending on additions and/or changes to Club and/or Associate Resorts.

What's the difference between Personal Choice and Urban Escapes?

Personal Choice can be used for any accommodation or travel products anywhere in the world, and 100 Club members receive 3 Personal Choice entitlements over a two year anniversary period. There is no

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limit to the number of Credits members can use with Personal Choice, subject to how many Credits are available in your WorldMarkSP account. Urban Escapes can only be used in Australian and New Zealand capital cities where there are no Club or Associate properties, and a maximum 3 night's stay applies, with a 5000 Credits per night maximum applies.

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