



## The Registry Collection Owner Fact Sheet

The Registry Collection is an additional membership offered as part of your Privileges by Wyndham membership, to Privileges Platinum and 100 Club members, which provides the absolute best accommodation in the most desirable resort destinations across the world.

A membership for The Registry Collection is offered as a benefit by Privileges by Wyndham and provides its members exclusive access to luxurious resorts, offering unique vacation experiences around the world including; luxury yachts, apartments, cottages, villas and hotels.

The Registry Collection also provides member's access to several luxury travel-related service providers known as **Collection Partners**. These partners are third party companies who provide discounted pricing unique vacation experience in The Registry Collection program.

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### Receive

#### **Who is entitled to The Registry Collection membership?**

As a Privileges by Wyndham benefit, The Registry Collection membership has been introduced for Privileges Platinum and 100 Club membership tiers.

#### **Can anyone become a member of The Registry Collection?**

No. Owners at one of The Registry Collection affiliated properties, or Privileges by Wyndham Platinum or 100 Club members are provided with enrollment into The Registry Collection program.

#### **What benefits do I receive?**

As a Privileges Platinum or 100 Club member, you can go further with your The Registry Collection membership by receiving additional inventory, free housekeeping plus discounted exchange fees and cash options.

### Enrolment

#### **How long does it take for me to be enrolled into The Registry Collection membership?**

Enrollment can take 4-6 weeks from becoming a Privileges Platinum or 100 Club member. You will receive an email welcoming you to The Registry Collection membership within 3 weeks of enrolment.

#### **Who do I contact if I have not been enrolled into The Registry Collection?**

If you have not been enrolled into The Registry Collection membership, you are welcome to contact Owner Services on 1300 850 160 (AU) or 0800 850 160 (NZ) or via email at [owner.services@wyn.com](mailto:owner.services@wyn.com) who can investigate your membership enrollment.

#### **Where can I find my The Registry Collection membership number?**

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The Registry Collection membership is the same as your RCI membership number. This membership number is printed on your Privileges membership card. You can contact Owner Services on 1300 850 160 (AU) or 0800 850 160 (NZ) or via email at [owner.services@wyn.com](mailto:owner.services@wyn.com) who can provide The Registry Collection membership number.

### **Payment Options**

#### **What Credit types are available to exchange with The Registry Collection?**

- ✓ Privileges Qualified Vacation Credits
- ✓ RCI Spacebanked Credits
- ✗ Bonus Credits
- ✗ Trial Credits (Discovery by Wyndham Credits)

#### **What is the Conversion Rate to exchange Credits to The Registry Collection?**

The current exchange is 1 The Registry Collection Credit = 47 Privileges Qualified Vacation Credits, however this is subject to change at any time. You will be advised of the current exchange when enquiring with The Registry Collection team.

#### **Can I use Privileges Qualified Vacation Credits to pay for the full exchange?**

Yes.

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

If you do not have enough Credits to complete a reservation, you can purchase One Time Credits through the Owner Services team to top up the balance. You can contact The Registry Collection team to book.

#### **Can I use Privileges Qualified Vacation Credits to pay for Collection Partner benefits?**

No. Collection Partners are third party companies and Privileges Qualified Vacation Credits cannot be used to pay for these benefits. You can contact The Registry Collection team to enquire about Collection Partner reservations.

#### **Is there a minimum or maximum amount of Privileges Qualified Vacation Credits that can be used to exchange with The Registry Collection?**

No, there are no minimum or maximum Credit values when exchanging Privileges Qualified Vacation Credits towards The Registry Collection reservations. You will be informed of the required The Credits needed for a reservation, and how many Privileges Qualified Credits you are required to exchange (remember, 1 The Registry Collection Credit = 47 Privileges Qualified Credits).

#### **What are the exchange fees?**

The current exchange fee for all properties and locations through The Registry Collection is \$291 (AUS) and must be paid at the time of confirming a reservation (this excludes Extra Getaways).

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### **Can I bank Privileges Qualified Vacation Credits with The Registry Collection?**

No, however Credits can be banked with RCI, and you can use your RCI banked Credits for reservations with The Registry Collection. You can contact Owner Services on 1300 850 160 (AU) or 0800 850 160 (NZ) to bank Credits with RCI. Credits are valid for 2 years from the date they are banked in RCI's Spacebank before expiring.

### **How often can I use The Registry Collection?**

A membership with The Registry Collection entitles you to unlimited reservations, however some resorts have a "no more than 2 transaction policy" which will be advised on The Registry Collection website.

### **Website**

#### **Do I need to log on to view my The Registry Collection account?**

No. You can simply select "Enter as a Non-Member" to browse properties, and call The Registry Collection to book. Clicking "Enter as a Non-Member" shows the same details as a member login.

#### **Do I need to register my The Registry Collection membership on the website?**

No. You can select "Enter as a Non-Member" to browse properties, and call The Registry Collection to book. Clicking "Enter as a Non-Member" shows the same details as a member login.

### **Reservations**

#### **How do I view properties available within The Registry Collection?**

To view properties and availability, you can visit [www.theregistrycollection.com](http://www.theregistrycollection.com) and view availability by property, experience or via map. The online availability grid is updated 3 times a day, therefore it does not show live availability. Bookings are subject to availability.

#### **How do I view a properties Credit charts?**

The Registry Collection Credit charts are available online with the property information, and vary depending on resort, however the Credit charts show The Registry Collection Credit values, which need to be converted to Privileges Qualified Vacation Credit rates at 1:47. For example, if The Registry Collection Credit chart shows a property for 200 Credits for a one week stay, take 200 The Registry Collection Credits and times by 47, equaling 9,400 Privileges Qualified Credits for the one week stay.

#### **How do I book with The Registry Collection?**

You must call The Registry Collection team to book on 1300 783 740 (AUS) or 0800 880 224 (NZ). You cannot book online. You can visit <https://www.theregistrycollection.com/> and select "Enter as a Non-Member" to browse properties and then contact The Registry Collection team to confirm reservations. Please note, The Registry Collection team has a 24 hour response time to email enquiries

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(inquiry@theregistrycollection.com.au). The Registry Collection team are open Monday – Friday 9am - 5pm AEST.

### How far in advance can I book?

You can book up to one year in advance of the check-in date and are encouraged to plan ahead to have the most success in obtaining your desired vacation.

### Do I have to pay for housekeeping with The Registry Collection?

No, the Privileges complimentary Housekeeping benefit applies for Privileges Platinum and 100 Club members when booking The Registry Collection reservations.

### Do I have access to Signature Selections by RCI through the Registry Collection?

Yes, however because Privileges members are also RCI members, it is recommended that you book Signature Selections resorts through RCI, rather than The Registry Collection, as the exchange fees are cheaper for Privileges members when booking through RCI.

### What confirmation do I receive after confirming a reservation?

Once a reservation is confirmed, you receive confirmation via email from The Registry Collection team. Please note that check in days are usually Friday, Saturday, or Sunday and you can book weekly stays, or split weeks, with the exchange fee varying depending on weekly or nightly rates. You can obtain fees by calling The Registry Collection team.

### Can I purchase guest certificates with The Registry Collection?

If you wish to gift a reservation to family/friends, you are able to purchase a guest certificate costing \$30 (AU) which can be added at time of confirming a reservation, or changed over from your name up to 48 hours before travel.

## Cancellations

### Can I cancel a reservation?

If you have a confirmed reservation that has to be changed or cancelled, you may forfeit your transaction fee and possibly a portion of your Credits. You can purchase Credit protection within 30 days of booking, and at least 30 days prior to the start date of the reservation to protect your Credits should you have to change or cancel.

### What is The Registry Collection cancellation policy?

Date Cancelled	Transaction Fee Impact	Credits Impact
Cancel prior to close of business next day	100% of transaction fee refunded	100% Credits refunded
180 days or more from the start date	100% of transaction fee forfeited	100% Credits refunded
179 to 30 days	100% of transaction fee forfeited	50% Credits refunded

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29 days or less	100% of transaction fee forfeited	0 Credits refunded
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\*Cancellation policy may vary from resort to resort. Contact The Registry Collection team for individual cancellation policy per reservation.

### **Last Minute Booking Options**

#### **Do I receive access to last minute booking options using Credits through The Registry Collection?**

You have access to **Last Call Getaways** which gives you 50% off the Credits value if you books 29 days or less in advance. You can also use cash if you wish to save your Credits. A \$291 (AU) exchange fee is required at the time of confirmation.

#### **Do I receive access to last minute booking options using cash through The Registry Collection?**

You can use cash to book **Last Call Getaways** (see question: *Do I receive access to last minute booking options using Credits through The Registry Collection?*) and you also have access to **Extra Getaways**, which are cash only 7 night stays when booking up to 90 days in advance. The cash price varies depending on apartment type and only selected resorts are available to book through Extra Getaways – you can contact The Registry Collection team to enquire. There is no exchange fee required with Extra Getaways.

#### **Does The Registry Collection offer 'Ongoing Search', similar to RCI?**

Yes, you can use the 'Ongoing Search' function to search for availability if your desired destination is currently unavailable. It is important to remember that The Registry Collection exchange process works on a first-come, first-serve basis. Other members of The Registry Collection deposit their properties at varying times; therefore, being on an Ongoing Search allows The Registry Collection to offer Privileges Platinum and 100 Club members available inventory as it comes into their system. You can place an 'Ongoing Search' request up to 1 year in advance. If a match is found, The Registry Collection team will either phone or email you with the details.

### **Collection Partners**

#### **Do I receive access to Collection Partners through The Registry Collection membership?**

Yes, members of The Registry Collection have access to several luxury travel-related service providers known as **Collection Partners**. These are third party companies who provide special pricing, added service benefits and unique opportunities that are consistent with a vacation experience in The Registry Collection program. You can call The Registry Collection team to enquire as Collection Partners are subject to change without notice.

#### **Can I use Credits to pay for Collection Partners reservations?**

No, these properties are cash only. You can contact The Registry Collection team to enquire.

#### **What are the current Collection Partners and are they available to Privileges members?**

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The current Collection Partners are listed below and are subject to change without notice. For more information, visit [www.theregistrycollection.com/information/member\\_benefits#5/](http://www.theregistrycollection.com/information/member_benefits#5/)

### Adventures by Disney

- Not available to Privileges Platinum and 100 Club members – currently U.S. residents only
- 28 vacations spread out over six continents. Offer weekend trips and longer vacations
- Members receive a \$500 Visa gift card when booking an *Adventures by Disney* reservation
- Cash only
- Contact *Adventures by Disney* to book on 855.223.1233 or visit [www.AdventuresByDisney.com](http://www.AdventuresByDisney.com)

### City Discovery

- Available to Privileges Platinum and 100 Club members
- City Discovery allows members to search and book destination activities, local sightseeing tours, and attractions from an incredible selection of experiences around the world
- Members receive 20% off Smart Destinations Explorer Pass and Go Card, 20% off City Sightseeing Hop on Hop off Tours and 10% off Airport Transfers
- Cash only
- View and book via [www.registrycollection.city-discovery.com](http://www.registrycollection.city-discovery.com)
- There is no telephone number to book

### European Villas & Manors

- Available to Privileges Platinum and 100 Club members
- European Villas and Manors offers a fantastic range of hand selected holiday properties to hire throughout the UK, Ireland, France and Italy - from chocolate box thatched cottages to farmhouses and converted barns, from beautifully traditional homes in popular coastal resorts to imposing chateaux and stylish, contemporary villas with pools
- Members receive a pricing benefit from any accommodation available
- Cash only
- View and book via [www.chooseacottage.co.uk/rgc](http://www.chooseacottage.co.uk/rgc)
- There is no telephone number to book

### Fairmont Hotels and Resorts

- Available to Privileges Platinum and 100 Club members
- Fairmont Hotels & Resorts is an outstanding collection of premier hotels located in 70 world-class destinations around the globe. Fairmont is known as much for its warm, engaging service and culturally rich experiences, as for its classic hotels that imbue a sense of heritage, sophistication and social importance and are often considered destinations in their own right
- Members receive a 15% discount off Best Available Rate (subject to availability) with promo code: **PRCP**
- View and book via <http://www.fairmont.com/promotions/registrycollection> or call 888.290.5959 (Canada & USA) toll free, or 506.861.0484

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### Love Home Swap

- Available to Privileges Platinum and 100 Club members
- With Love Home Swap, members can experience a truly authentic way to travel by swapping their home or vacation home for (just about anywhere) in the world
- Members can try Love Home Swap for free for 2 weeks, then receive a 70% discount on the first year's membership
- Cash only
- View and book via [www.lovehomeswap.com](http://www.lovehomeswap.com) or call 888.877.2110

### PerryGolf

- Available to Privileges Platinum and 100 Club members
- PerryGolf is a leading provider of custom golf tours and cruises for the discriminating traveler. It is PerryGolf's longstanding expertise to arrange every aspect of the most memorable custom golf tours imaginable
- Members receive a special welcome gift from PerryGolf, individually tailored golf planning services throughout the UK and Europe and 10% of total package price applied to airline ticket price
- Cash only
- View and book via [www.perrygolf.com](http://www.perrygolf.com) or contact a reservation consultant
- There is no telephone number to book

### Priority Pass

- Available to Privileges Platinum and 100 Club members
- Members of The Registry Collection program can enjoy the use of 600 airport lounges around the world. Priority Pass members receive complimentary Wi-Fi access, newspapers and magazines, drinks and snacks as well as guest access privileges
- Members receive up to a 20% discount on their first year of Priority Pass membership
- Sign up at [www.prioritypass.com/registrycollection](http://www.prioritypass.com/registrycollection)

### Yachtstore

- Available to Privileges Platinum and 100 Club members
- Yachtstore can arrange anything from a small "bareboat" sailboat rental to corporate cruises & outings and multi-week crewed charters on the world's most luxurious mega-yachts or mini-cruise ships. Yachtstore has the ability to arrange customized charters at all times of the year in all corners of the world with access to over 5,000 charter yachts worldwide
- Members receive 5% off the base charter (which is the cost of the boat and crew rental) - the provisioning fee (food/beverage) is not included in this discount. Members also receive a welcome gift up to the value of AU\$200.
- View and book via [www.theregistrycollection.yachtstore.com](http://www.theregistrycollection.yachtstore.com) or contact a reservation consultant

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There is no telephone number to book

### **Member Communications**

#### **Do I receive any information from The Registry Collection regarding my membership?**

You will receive an email welcoming you to The Registry Collection membership within 3 weeks of enrolment. You will also receive a newsletter twice a year via email with any updates to your membership.

#### **How do I contact The Registry Collection team?**

To contact The Registry Collection team to enquire about member servicing, reservations and enquiries, you can call toll-free on 1300 783 740 (AUS) or 0800 880 224 (NZ) or email enquiries to [inquiry@theregistrycollection.com.au](mailto:inquiry@theregistrycollection.com.au). The Registry Collection's business hours are Monday - Friday 9am – 5pm EST (closed Saturday, Sunday and public holidays).