



## Complimentary Housekeeping Owner Fact Sheet

Complimentary Housekeeping is a Privileges benefit available exclusively to Privileges Diamond, Platinum and 100 Club members. You receive Complimentary Housekeeping per reservation made at WorldMark South Pacific Club resorts, Associate resorts, Affiliate resorts and exchanges.

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### Access

#### **Who has access to Complimentary Housekeeping?**

Complimentary Housekeeping is offered exclusively to eligible Privileges Diamond, Platinum and 100 Club members.

#### **If I book a reservation for friends/family, are they eligible to receive Complimentary Housekeeping?**

Yes. Friend/family reservations have the same guidelines as member reservations, as long as the reservation is booked on your Owner account, according to guidelines.

#### **Are Grab It bookings eligible for Complimentary Housekeeping?**

No, as Grab It bookings have their own guidelines surrounding housekeeping fees, and many Grab It bookings already offer housekeeping included in the total cost.

#### **Which exchanges are eligible to receive Complimentary Housekeeping?**

You receive Complimentary Housekeeping towards exchanges through RCI, ICE, DAE and II.

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### Trialing

#### **Can a Privileges member trial another Privileges tier and gain access to Complimentary Housekeeping?**

Yes. Any Privileges members who are trialing Privileges Diamond or Platinum membership receive access to Complimentary Housekeeping.

#### **If I remake a reservation after my Privileges trial tier has ended and I am no longer eligible for Complimentary Housekeeping, does Complimentary Housekeeping carry over to the remade reservation?**

No, as Complimentary Housekeeping only applies to reservations made by current Privileges Diamond, Platinum and 100 Club members, therefore if you drop down to a lower tier after a trial tier has ended, you are no longer eligible to receive Complimentary Housekeeping.

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### Use

#### **How to receive Complimentary Housekeeping on a reservation?**

You can contact the Owner Services team on 1300 850 160 (AU) or 0800 850 160 (NZ) or via email at

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[owner.services@wyn.com](mailto:owner.services@wyn.com) to make a reservation, where Complimentary Housekeeping will be added to each reservation made for applicable WorldMark South Pacific Club resorts, Associate resorts, Affiliate resorts and exchanges. You can also book online at [www.worldmarksp.com](http://www.worldmarksp.com), where Complimentary Housekeeping will be added to eligible reservations.

### **How many times can I receive Complimentary Housekeeping?**

Complimentary Housekeeping is unlimited, therefore you can use this benefit at all applicable resorts and exchanges, as many times as required. If trialing Privileges Diamond or Platinum, Complimentary Housekeeping is unlimited for the term of the trial.

### **Are there minimum or maximum nights' stay to qualify for Complimentary Housekeeping?**

No, Complimentary Housekeeping is provided regardless of the length of stay, for the duration of the stay at applicable resorts and exchanges.

### **Which reservations qualify for Complimentary Housekeeping?**

Complimentary Housekeeping is available when you book reservations at WorldMark South Pacific Club resorts, Associate resorts, Affiliate resorts and exchanges. Currently, Complimentary Housekeeping is not eligible towards Personal Choice reservations.

### **Are all room classifications eligible for Complimentary Housekeeping?**

Yes, at applicable resorts and exchanges.

### **Are last minute bookings eligible for Complimentary Housekeeping?**

Yes, at applicable resorts and exchanges.

### **Can I transfer Complimentary Housekeeping to other WorldMarkSP Owners or Privileges members?**

While you are able to transfer annual award Credits and Housekeeping tokens to other WorldMarkSP Owners and/or Privileges members for a fee, Complimentary Housekeeping, which is provided as a Privileges by Wyndham benefit, cannot be transferred.

### **Can I remake reservations that were made prior to eligibility of Complimentary Housekeeping in order to receive Complimentary Housekeeping?**

You can remake reservations to change dates/nights if required, as long as the remake is in line with current reservation policies. The remake reservation will utilise Complimentary Housekeeping, and any Housekeeping fees already paid will be refunded to you.

### **In order to use my new benefit of Complimentary Housekeeping, can I cancel past reservations and rebook?**

As reservations were made prior to when you were entitled to Complimentary Housekeeping, cancelling and rebooking the same reservation would not automatically apply the Complimentary Housekeeping

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benefit. You are required to wait 48 hours after cancelling reservations, in order to book the same dates and room type at a resort, and access Complimentary Housekeeping, as per the "48 hour rule" to ensure the fair allocation of this benefit across Privileges members. It is also important to remember that any adjustments to reservations affect the 'Best Fit System' meaning the earlier you book, the better chance of receiving any requests you may have for a better room view, higher floor etc. therefore, if you cancel and rebook reservations, you are automatically placed at the bottom of the 'Best Fit System' list, and other members requests will be actioned before yours. If a reservation is remade to change dates/nights, which are different from the original reservation, then the new remade reservation will be eligible for Complimentary Housekeeping. If you cancel reservations which originally contained Housekeeping fees, upon cancelling the reservations, the fees would be refunded to you.