



I.C.E. Cruises Owner Fact Sheet

Our Vacation Centre Pty Ltd is a company which operates ICE Vacations, ICE Cruises and My241 Rewards program. ICE Vacations offers vacation options to its members and is unavailable to WorldMark South Pacific Club Owners and Privileges members. ICE Cruises offer cruises to over 650,000 timeshare members. It is a benefit within the privileges program. The My241 Rewards program offers members the ability to book a cruise for two passengers, and only pay the full cruise fare for one passenger, with the other passenger cruising for free, and only pays port charges, government fees, and gratuities (if applicable).

Receive

Who is entitled to a complimentary ICE Cruise Exchange membership?

WorldMark South Pacific Club Premier Owners, who are also Privileges by Wyndham (“Privileges”) members, currently receive complimentary membership to ICE Cruises exchange program as a Privileges by Wyndham benefit.

Can Premier Owners access ICE Cruise Exchange membership?

Premier Owners who are not Privileges members cannot use Vacation Credits towards the cost of a cruise. However, by contacting ICE Cruises, Premier Owners are able to access an ICE Cruises membership to take advantage of Preferred Member Rates using cash only.

Enrollment

How long does it take for me to be enrolled into ICE Cruises Exchange program?

Enrollment can take 4-6 weeks from becoming a Privileges member.

Where can I find my ICE Cruise Exchange membership number?

Your ICE Cruise Exchange membership number is printed on the front of your Privileges member card which is posted to the you 4 – 6 weeks from account activation. Alternatively, you can contact Owner Services on AU: 1800 850 160 or NZ: 0800 850 160. You will also receive a welcome email.

Exchanging Credits

Can I use Privileges Qualified Credits towards ICE Cruises?

Privileges members can exchange Privileges Qualified Credits (“Credits”) toward the cost of a cruise per booking, plus pay a cash top up amount per person. Alternatively, you can choose to receive a discounted cash rate on available cruises if you wish to save your Credits. The amount of Credits which can be exchanged towards a cruise is dependent upon your Privileges membership tier set out below – and **only one exchange can be made per year:**

<i>Tier</i>	<i>Min. Credits</i>	<i>Max. Credits</i>	<i>Max. No. Cabins</i>
<i>Privileges</i>	3,000	5,000	1
<i>Elite</i>	3,000	6,000	2



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<i>Diamond</i>	3,000	8,000	3
<i>Platinum & 100 Club</i>	3,000	10,000	4

The amount of Credits you may exchange for a cruise is set by ICE Cruises. That is, you cannot simply exchange the maximum number of Credits on a cruise of your choosing.

What type of Credits can I use towards ICE Cruises?

You can use:

- ✓ Bonus Credits
- ✓ Trade Credits
- ✓ Vacation Credits

You cannot use:

- ✗ Borrowed Credits
- ✗ Discovery by Wyndham Credits
- ✗ Credits which are due to expire within 6 months

Can I use Credits to pay for the full cruise fare?

No. When exchanging Credits towards a cruise, **cash is always required**. At no time will you be able to exchange enough Credits to pay only a small portion of cash for a cruise - the largest component payable will always be cash. The cash portion goes towards the total cost of the cruise, not only port taxes, service fees, entertainment, food, gratuities or GST.

How are the Credits and cash components calculated when booking a cruise?

Although you can use Credits towards a cruise, the largest component payable will always be cash, as the cash portion goes towards the total cost of the cruise, not only port taxes, service fees, entertainment, food, gratuities or GST. Discounts apply off the original brochure price of the cruise - sometimes 'Cruise Sale Prices' are better value than the discounted rates, in these cases ICE Cruises will offer the Cruise Sale Price instead, and not require Credits to be exchanged.

Are there exchange fees when exchanging Credits towards an ICE Cruise?

No. There are no exchange fees when exchanging Credits towards ICE Cruises.

How do I bank my Credits with ICE Cruises?

You are able to "bank" your Credits with ICE Cruises to use towards a future cruise. Credits must have a minimum of 6 months validity to qualify which can then be banked for use up to 2 years later. You must fill out and sign a form and return to ICE Cruises. Credits are deposited to your ICE Cruises account and you have these to use with ICE Cruises within 2 years from the date of deposit. This is recorded on your ICE Cruises Exchange membership.

Booking

How do I book an ICE Cruise?



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Cruises available for the exchange program can be viewed at www.icecruises.com.au which is a website exclusive to WorldMark South Pacific Club. You can book online, or by calling ICE Cruises on AU: 1300 723 199 or NZ: 0800 699 012. The cruises are subject to availability and can change at any time.

How far in advance can I book ICE Cruises?

You can book selected cruises up to 2 years in advance.

Can I book an ICE Cruise using My241 cruise certificate?

No. ICE Cruises and the My241 Cruise certificates are two separate programs, which are run independently from each other.

Can I book a cruise for family and friends?

Yes, you can book for your family and friends, and the initial enquiry needs to be made by yourself as the member. You must provide verbal or written consent for family/friends bookings to ICE Cruises. You can login and book for friends/family online, by using the same process as booking a cruise for yourself.

Additional Discounts

Do I receive discounts if I do not wish to exchange Credits?

Yes. You receive discounted cash prices ("Preferred Member Rates") on selected cruises found on the ICE Cruises website. This option does not require the exchange of Credits. Preferred Member Rates means you receive discounted cash options on selected cruises. Cruises available through Preferred Member Rates are subject to availability and change at any time.

Do I receive additional cabin discounts?

Yes. In addition to receiving discounts based on Credits exchanged, you receive the applicable discounts for additional cabins booked, depending on your Privileges tier (maximum number of cabins can be viewed under "**How many Credits can Privileges members exchange towards ICE Cruises?**"). For example, if you are a Privileges Elite member wishing to book a \$5,000 cruise, and exchanged 6,000 Credits, bringing your total down to \$3,500 for the total cabin, you would also receive the second cabin for the discounted rate of \$3,500, without having to exchange any more Credits. Please note: this is an example only, and discount varies on each cruise. Please contact ICE to discuss cruise discounts.

Contact Details

What are the contact details to contact ICE Cruises?

You can visit the website at www.icecruises.com.au or call ICE Cruises on AU: 1300 723 199 or NZ: 0800 699 012.