



## My241 Cruise Certificates 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. ICE Cruises offer cruises to over 650,000 members. 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). Currently, ICE Vacations is unavailable to WorldMark South Pacific Club Owners and Privileges members.

### **Receive**

#### **Who receives My241 Cruise certificates?**

From time to time, Privileges by Wyndham members are gifted My241 Cruise certificates upon joining the WorldMark South Pacific Club or when upgrading their Ownership. You receive a take home brochure on the day of joining/upgrading.

### **Delivery**

#### **How long do My241 Cruise certificates take to be delivered to me?**

My241 Cruise certificates are sent via email to you within 14 days of account/upgrade activation.

#### **I have not received My241 Cruise certificate via email yet?**

If it appears you have not received this email, it is recommended to check junk mail folders. You can contact Owner Services to discuss if you have still not received the email on AU: 1300 850 160 or NZ: 0800 850 160.

### **Log On**

#### **Do I need to register My241 Cruise certificate?**

No. My241 Cruise certificates are pre-registered and you receive an email with a link to set up your username and password to enable log in to the My241 Rewards website: [www.my241rewards.com.au](http://www.my241rewards.com.au).

### **Travel Period**

#### **How can I book a cruise using My241 Cruise certificate?**

Certificates can be redeemed on the My241 Cruise website [www.my241rewards.com.au](http://www.my241rewards.com.au) or by calling the call centre on 1300 303 144 (AU) or 0800 699 014 (NZ).

#### **Does the My241 Rewards website offer "live" pricing and availability?**

The My241 Rewards website is updated daily and should be used as a guide for the My241 Cruise offers available. Once your online booking request has been received you will be contacted by a cruise consultant to discuss any variation in price.



## My241 Cruise Certificates Owner Fact Sheet

### **Are their additional fees when booking a My241 Cruise?**

Yes. Booking fees, government fees, port charges and gratuities are payable by all passengers. Certificates offer redeemers the ability to pay for 1 full price cruise fare at the advertised price and allows a second passenger to travel for free. However, government fees, port charges and gratuities must also be paid by the second passenger. The redeemer of the certificate is responsible for an additional AUD\$25 per person non-refundable booking fee and applicable port charges and government fees at time of confirmation.

### **Cruise Lines & Destinations**

#### **What cruise lines are available using My241 Cruise certificates?**

Cruise line options, destinations, dates vary due to travel providers and demand. On a regular basis, new cruising choices are uploaded to the My241 Rewards website [www.my241rewards.com.au](http://www.my241rewards.com.au) and you can log on to view the selection.

#### **Can I use My241 Cruise certificate on any cruise?**

No. You can only use your My241 Cruise certificate on a specific selection of cruises as shown on the My241 Rewards website [www.my241rewards.com.au](http://www.my241rewards.com.au).

#### **Am I restricted to short My241 Cruise durations?**

No. Products on the My241 Cruise program vary in length, depending on availability.

### **Cabins**

#### **Can I book more than one cabin when booking a My241 Cruise?**

Only one cabin can be booked at My241 Cruise prices per certificate, however additional cabins can be booked at the best available rate through the My241 call centre. For example, if the cabin is a 4 berth cabin, only 1 certificate for 2 of those passengers may be used and any additional passengers may be booked at the best available rate.

#### **Can I upgrade my cabin type when booking a My241 Cruise?**

Yes. You can upgrade cabin categories if available on selected cruises and will need to pay the applicable upgrade fees by calling the My241 call centre.

#### **Can I use 2 x My241 Cruise certificates together to accommodate more than two people in the same cabin?**

Only 1 certificate can be used for a total of 2 people per cabin; however you can still add extra people at an additional cost (dependent on the supplier pricing, availability and room size available).



## My241 Cruise Certificates Owner Fact Sheet

### Validity

#### **Do My241 Cruise certificates expire?**

Yes. Certificates will expire 12 months from the issue date and bookings can be made up to 12 months in advance. However, the travel period can be up to 24 months from the issue date.

#### **Can I receive an extension on My241 Cruise certificate?**

Yes, you can extend your My241 Cruise certificate for 12 months for AU\$249.00 by contacting the call centre on 1300 303 144 (AU) or 0800 699 014 (NZ).

### Cancellation

#### **Are their cancellation fees if I cancel My241 Cruise?**

Cancellation of confirmed cruises are subject to cancellation penalties and conditions of the cruise line which are provided to you at time of booking. All My241 cruise booking fees paid are non-refundable.

### My241 Cruise Certificate Usage

#### **Can I use my Vacation Credits towards booking a My241 Cruise?**

You cannot use Credits towards My241 Cruises, and My241 Cruise certificates cannot be used towards ICE Cruises – they are two separate programs.

#### **Can I gift My241 Cruise certificate to family/friends?**

Certificates may be transferred to your family/friends on application, upon payment of AUD\$30 transfer fee.

#### **Can I use My241 Cruise certificate towards cruises outside of the My241 Cruise program?**

No. The My241 Cruise certificate can only be redeemed through [www.my241rewards.com.au](http://www.my241rewards.com.au) or by calling the call centre on AU: 1300 303 144 or NZ: 0800 699 014.

#### **Can I use My241 Cruise certificate towards ICE Cruises?**

My241 is a separate program from the ICE Cruises exchange program and different cruises can be available in each program.