



Complimentary Wi-Fi Owner Fact Sheet

Complimentary Wi-Fi is a Privileges benefit available exclusively to Privileges Elite, Diamond, Platinum and 100 Club members. Complimentary Wi-Fi is offered at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd for the duration of the members stay.

Access

Who has access to Complimentary Wi-Fi?

Complimentary Wi-Fi is offered exclusively to eligible Privileges Elite, Diamond, Platinum and 100 Club members.

Are guest bookings eligible to receive Complimentary Wi-Fi?

Yes. Guest bookings have the same guidelines as Privileges Elite, Diamond, Platinum and 100 Club member bookings, therefore guests will receive access to the Complimentary Wi-Fi benefit when booking at participating resorts.

Are Grab It bookings eligible for Complimentary Wi-Fi?

Yes, as long as the reservation is made by eligible Privileges Elite, Diamond, Platinum and 100 Club members at participating resorts.

Why don't all Owners/Privileges members receive Complimentary Wi-Fi at WorldMark South Pacific Club resorts?

Complimentary Wi-Fi is a Privileges benefit offered exclusively to Privileges Elite, Diamond, Platinum and 100 Club members. Therefore, Complimentary Wi-Fi is not currently offered to Premier Owners or Privileges members.

Is Complimentary Wi-Fi available throughout the resort or in-room only?

Complimentary Wi-Fi is available in-room only unless otherwise stated at the resort.

Which resorts/reservations offer Complimentary Wi-Fi?

Complimentary Wi-Fi is available at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd when booked with an eligible Privileges Elite membership and above.

Trialing

Can a Privileges member trial another Privileges tier and gain access to Complimentary Wi-Fi?

Yes. Any Privileges members who are trialing Privileges Elite, Diamond or Platinum membership receive access to Complimentary Wi-Fi.

All information is correct at time of creation in December 2018 and is subject to change at any time.
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Use

How do I receive Complimentary Wi-Fi during a reservation?

Participating resorts operate differently, therefore we recommend you contact reception upon check-in regarding the use of Complimentary Wi-Fi.

How many times can I receive Complimentary Wi-Fi?

Complimentary Wi-Fi can be used on all eligible stays at participating resorts.

Do third-party reservations qualify for Complimentary Wi-Fi?

No, as the Complimentary Wi-Fi benefit is exclusively offered at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd when booked with an eligible Privileges Elite membership and above. Therefore, reservations made through third-parties, including Wyndham Rewards and RCI are not eligible to receive this Privileges benefit.

Are there minimum or maximum nights' stay to qualify for Complimentary Wi-Fi?

No, Complimentary Wi-Fi is provided regardless of the length of stay, for the duration of the stay at participating resorts.

Is Complimentary Wi-Fi unlimited?

Complimentary Wi-Fi is unlimited to you at participating resorts, however the connection speed is limited and set according to the intended use of the plan provided by third-party suppliers. To prevent unauthorised use, the third-party supplier may impose a daily download limit on all accounts and fees may occur if download limits are exceeded. This is subject to the third-party supplier, and can vary from resort to resort. From 2019, Privileges Elite members and above will be provided with the Premium Plan as part of your Privileges benefit, giving you faster speeds and higher data priority. Premier Owners and Privileges members can access this by purchasing the Premium Plan during their stay at an additional cost.

How many devices can be connected to Complimentary Wi-Fi at one time?

Up to four (4) devices can be connected to Complimentary Wi-Fi in a room at one time, this includes the television, per checked-in room.

Does Complimentary Wi-Fi allow streaming i.e. access to Netflix, Stan etc?

Complimentary Wi-Fi does not currently allow for streaming and blocks Netflix, Stan, and the major streaming services as they utilise too much of the data connection and impacts overall quality of the service to everyone throughout the resort. The intent of Complimentary Wi-Fi at resorts is to allow you the ability to check emails, access basic internet browsing, social media, etc. The service is not intended for business use, high speed services, streaming, or large file downloads.

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Are there any restrictions and limitations to the use of Complimentary Wi-Fi?

Wi-Fi currently only works in rooms at resorts, however resorts are working with third-party suppliers to offer complimentary Wi-Fi throughout the resort in future, during your stay. The intent of Complimentary Wi-Fi at resorts is to allow you the ability to check emails, access basic internet browsing, social media, etc. The service is not intended for business use, high speed services, streaming, or large file downloads.