



## Complimentary Car Parking Owner Fact Sheet

Complimentary Car Parking is a Privileges benefit available exclusively to Privileges Platinum and 100 Club members. At applicable resorts, you will receive Complimentary Car Parking, allowing you to spend more on the fun things that make holidays great.

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### Access

#### **Who has access to Complimentary Car Parking?**

Complimentary Car Parking is offered exclusively to eligible Privileges Platinum and 100 Club members and their guests, limited to 1 per membership, per night.

#### **How many car parks are available with Complimentary Car Parking?**

Complimentary Car Parking is limited to 1 vehicle per Privileges Platinum and/or 100 Club membership per night. Additional car parks must be purchased at the current cash rate via reception.

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

Yes. Friend/family reservations have the same guidelines as Privileges Platinum and 100 Club member reservations, as long as the reservation is booked on your account, according to guidelines.

Complimentary Car Parking is not provided over and above the eligible 1 per membership, per night, therefore if you book 2 rooms (one for yourself and one for friends) you will only receive 1 Complimentary Car Park, due to there only being one membership used across both reservations.

#### **Are Grab It reservations eligible for Complimentary Car Parking?**

Yes, as long as they are booked by Privileges Platinum and 100 Club members, and booked at applicable resorts managed by the Developer or Resort Management by Wyndham Pty Ltd where parking is usually payable.

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### Trialing

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

Yes. Any Privileges members who are trialing Privileges Platinum membership receive access to Complimentary Car Parking.

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### Use

#### **What locations qualify for Complimentary Car Parking?**

Complimentary Car Parking is only available at applicable resorts managed by the Developer or Resort Management by Wyndham Pty Ltd where parking is usually payable. Locations not included in the

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

Document Owner: Privileges Manager



## **Complimentary Car Parking Owner Fact Sheet**

Complimentary Car Parking benefit do not have parking fees applicable. Currently, the payable locations (and eligible for Complimentary Car Parking) are:

1. Wyndham Sydney Suites
2. Wyndham Hotel Melbourne
3. Ramada by Wyndham, Perth, The Outram

### **How to book?**

Complimentary Car Parking is provided at applicable resorts managed by the Developer or Resort Management by Wyndham Pty Ltd where parking is usually payable. Each resort has different booking options for Complimentary Car Parking. Please see below for each resort:

1. Wyndham Sydney Suites
  - a. There is limited secure parking available, which cannot be reserved in advance.
  - b. Alternative parking is available at SECURE parking, approximately 50 metres from the resort.
  - c. You can contact reception for more information.
2. Wyndham Hotel Melbourne
  - a. This resort does not have onsite car parking. There is offsite parking via SECURE parking, approximately 2 minute walk from resort on Lonsdale Street.
  - b. You will receive an email 7 days prior to arrival asking if car parking is required and you must respond if you wish to book a space. If you make a last minute reservation (within 48 hours of arrival), you can contact the resort to have a parking email request sent, so you can request a car park.
3. Ramada by Wyndham, Perth, The Outram
4. This resort has limited, undercover secure parking. Parking bays are subject to availability and must be reserved directly through the resort by contacting 08 9322 4888. You are advised to book early to avoid disappointment.

### **Is Complimentary Car Parking capped per year?**

No, Complimentary Car Parking is unlimited, as per the guidelines of 1 per membership, per night, therefore you can use this benefit at all applicable resorts managed by the Developer or Resort Management by Wyndham Pty Ltd where parking is usually payable, as many times as required, limited to 1 per membership, per night.

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

No, Complimentary Car Parking is provided regardless of the length of stay, for the duration of the stay at applicable resorts managed by the Developer or Resort Management by Wyndham Pty Ltd where parking is usually payable.

### **Are all room classifications eligible for Complimentary Car Parking?**

Yes, there are no limits to Complimentary Car Parking based on room classifications.



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### **Are last minute bookings eligible for Complimentary Car Parking?**

Yes, all bookings made by Privileges Platinum and 100 Club members at applicable resorts managed by the Developer or Resort Management by Wyndham Pty Ltd where parking is usually payable, are eligible for Complimentary Car Parking.

### **Do I have access to Complimentary Car Parking when not staying at a Club property?**

No, you must have an eligible reservation to use Complimentary Car Parking.

### **Do I have access to Complimentary Car Parking when booking through a third party?**

No, as Privileges benefits (including Complimentary Car Parking) are only available when staying on eligible reservations at selected resorts managed by the Developer or Resort Management by Wyndham Pty Ltd.