

Important Changes to Privileges Benefits



The information below summarises the changes to the Privileges benefits effective from 1 June 2020, and should be read in conjunction with the current Privileges program guide.

1. Housekeeping Tokens for Vacation Credit Exchanges

You will be required to provide Club housekeeping tokens when exchanging your Vacation Credits, as the housekeeping tokens are intended to be attached to the Vacation Credits when accommodation is redeemed in the Club. This applies to:

- Travel Club – including Club Wyndham To/From, Club Tours, Personal Choice, Urban Escapes
- Wyndham Rewards Exchange
- RCI Rentals
- ICE Cruise Exchange
- Privileges Holiday Extras

The number of housekeeping tokens required will be in accordance with the below table:

VACATION CREDITS EXCHANGED	HOUSEKEEPING TOKENS REQUIRED
1 – 19,999	1
20,000 – 29,999	2
30,000 – 39,999	3
40,000 – 49,999	4
50,000 – 59,999	5
60,000 – 69,999	6
70,000 – 79,999	7
80,000 – 89,999	8
90,000 – 99,999	9

Each subsequent block of 10,000 Vacation Credits exchanged will require an additional housekeeping token.

Housekeeping tokens cannot be borrowed from your next Year's allocation and if you have insufficient tokens available at the time of the transaction you will be required to pay a flat housekeeping fee of AU\$116 for each token required. This is the average cost of housekeeping in 2020 across all room types and the fee may be adjusted accordingly in future years to factor in a yearly price increase.

Your annual allocation of housekeeping tokens must be exhausted first before you begin paying fees. It is not possible to pay the fee and 'save' tokens for a transaction which has a higher housekeeping fee at a later date.

2. Complimentary Housekeeping minimum night requirements

The complimentary housekeeping benefit available to Privileges Diamond, Platinum and 100 Club members is available only for stays at Club Wyndham South Pacific resorts that:

- Are five nights or more, if you are trialling Privileges Diamond
- Are four nights or more, if you are a Privileges Diamond Member or trialling Privileges Platinum
- Are three nights or more, if you are a Privileges Platinum or 100 Club member

As usual, complimentary housekeeping is available to Diamond, Platinum and 100 Club members after the member's annual allocation of Club issued housekeeping tokens is exhausted. You will only need to pay standard housekeeping charges if your annual allocation of tokens is exhausted and your stay does not meet the minimum night criteria. The applicable fee payable will be dependent on the room size.

3. New Fun Time benefit

A new Fun Time benefit has replaced both the existing Fun Time benefit and the Fun Time – Priority Access benefit. Fun Time is now available to all Premier Club Wyndham South Pacific owners to purchase Fun Time credits up to the equivalent of their annual Vacation Credit allocation every year at a low cash rate of AU9 cents per Fun Time credit, inclusive of housekeeping and some jurisdictional taxes (e.g. a Diamond member with 35,000 can purchase up to 35,000 Fun Time credits each year).

Fun Time has a two-night minimum and a 14-night maximum stay per Fun Time booking. Cancellation rules will be the same as any Club bookings.

Fun Time booking windows will depend on Privileges tier:

- **100 Club** – 13 months (including Exotic Resorts)
- **Platinum** – 12 months (including Exotic Resorts)
- **Diamond** – 10 months (including Exotic Resorts)
- **Elite** – 8 months (including Exotic Resorts)
- **Standard** – 6 months (8 months for Exotic Resorts)
- **Non-Privileges** – 3 months (8 months for Exotic Resorts)

4. Wyndham Hotels & Resorts International Preferred Rates

We have changed the name of this benefit to Wyndham Hotels & Resorts Cash Discounts to better reflect this benefit. The cash rate discount has increased from 20 per cent to 30 per cent.

The Lifestyle by Wyndham website will feature one easy-to-read location for eligible properties. Credit use at the Hotel Galvez & Spa, a Wyndham Grand Hotel in Texas, will be removed because of minimal use.

5. Removal of Complimentary Resort Activities as a Benefit

Club Wyndham South Pacific is now providing complimentary resort activities to all owners and therefore this benefit has been removed from the list of exclusive Privileges benefits. As a club owner you will continue to receive these benefits.

6. Addition of Lifestyle Adventures

100 Club members now have the opportunity to use Lifestyle Adventures. This benefit offers the ability to exchange Privileges Qualified Credits towards a range of exciting travel packages, including fly/cruise escapes, inclusive packages, tour holidays and/or VIP experiences through the Lifestyle program. Full details are available on the Lifestyle website lifestylebywyndham.com.

7. Removal of Golfers Plus Membership and The Registry Collection

The contracts for Golfers Plus Membership and The Registry Collection will end on 20 May 2020 and 20 October 2020 respectively and will not be renewed. Only a very small portion of Privileges members are registered users of Golfers Plus, while The Registry Collection has seldom been utilised and the costs of retaining these benefits cannot be sustained.

These changes are being made to enable Wyndham Destinations Asia Pacific (the Developer) to ensure the ongoing sustainability of the full range of benefits the Privileges program provides.

The Privileges program and its benefits are not benefits of your Club Wyndham ownership – they are additional benefits extended by the Developer and are subject to change. There is no change to your Club Wyndham ownership benefits.

