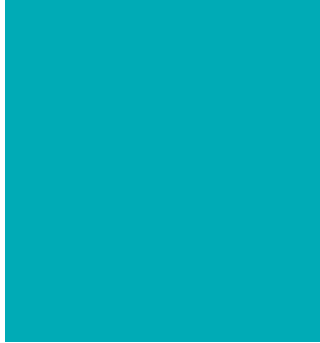
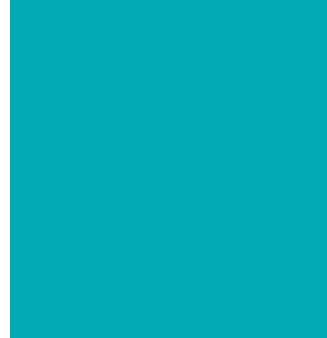
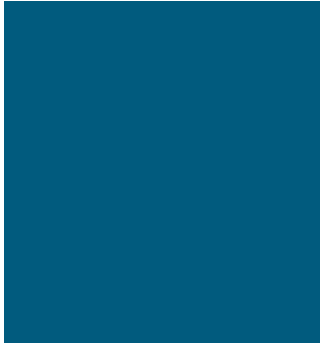


FOR MEMBERS OF  
EXTRAORDINARY ESCAPES™



Membership Guide  
2023-2024

# Destination Xchange®







# Travel the World

## Destination Xchange: Unlimited Travel Possibilities Await

Destination Xchange provides convenience, flexibility and a variety of travel options and experiences to help maximize your enjoyment of vacation ownership. From seaside journeys to mountain retreats to city and country getaways, Destination Xchange's flexible point-based system allows you to exchange Resort Points for stays at over 4,800\* resorts across more than 122 countries with all the comforts of home.

\*Certain vacation exchanges are arranged through an affiliation between Destination Xchange and RCI.



## Contact Information

### Hours of Operation

One call does it all! To provide you with the best service possible, all Destination Xchange services via phone will be provided by the same Member Services team servicing Extraordinary Escapes. This ensures you receive the same impeccable service and seamless booking process you have grown accustomed to.

#### Member Services

Available Monday through Friday,  
7 a.m. to 5 p.m. PST  
Saturdays 9 a.m. to 5 p.m. PST  
Reduced holiday hours: 9 a.m. to 1 p.m. PST  
Closed Sundays and major holidays

#### Signature Member Services

Available 24 hours a day, 7 days a week.  
Closed Sundays and major holidays.

#### How to Reach Us

**Phone:** Member Services: **800-767-2166**  
Signature Member Services: **888-797-6557**

**Email:** [extraordinaryescapes@hgv.com](mailto:extraordinaryescapes@hgv.com)

**Online:** [hiltongrandvacations.com](http://hiltongrandvacations.com)

### Holiday Schedule

Member Services will be closed or have reduced operational hours on the following public holidays:

New Year's Eve: Open only from  
9 a.m. to 1 p.m. PST

New Year's Day: Closed

Christmas Eve: Open only from  
9 a.m. to 1 p.m. PST

Christmas Day: Closed

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## Introducing Destination Xchange

**Destination Xchange,  
a premiere flexible vacation  
ownership exchange program,  
was designed with the  
Member in mind: flexibility,  
value and ease of use.**

The program provides tools and benefits to help you effortlessly create the ideal vacation experience — without the need for an outside exchange company.

As a Member of Extraordinary Escapes, you receive a membership to Destination Xchange. You have the same loyalty tier in Destination Xchange as you do in Extraordinary Escapes. This allows you to exchange and book resorts up to 24 months in advance outside Extraordinary Escapes' portfolio. You also have the option to deposit Points with Destination Xchange, giving you five years to use the deposit!

Destination Xchange allows you to experience the world like never before. Start checking off more destinations from your bucket list with Destination Xchange.

# The Power of Destination Xchange

With a wide range of travel options, including the flexibility of the 5-Year Advantage Xchange, Destination Xchange opens up a world of travel.

## 5-Year Advantage Xchange

You can deposit Resort Points into Destination Xchange. Resort Points deposited are valid for exchanges up to 5 years from the date of deposit, to make reservations up to 24 months in advance at resorts outside Extraordinary Escapes' portfolio.

## The Instant Xchange

Use your Resort Points to make exchange reservations up to 24 months in advance at resorts outside Extraordinary Escapes' portfolio.

## Short Xchange Coming Soon!

Short stay vacations (2 to 6 nights long) booked with Resort Points within 30 days of travel.

## Express Xcapes Coming Soon!

Last-minute, 7-night vacations booked with Resort Points within 30 days of travel for up to 50% off point values.

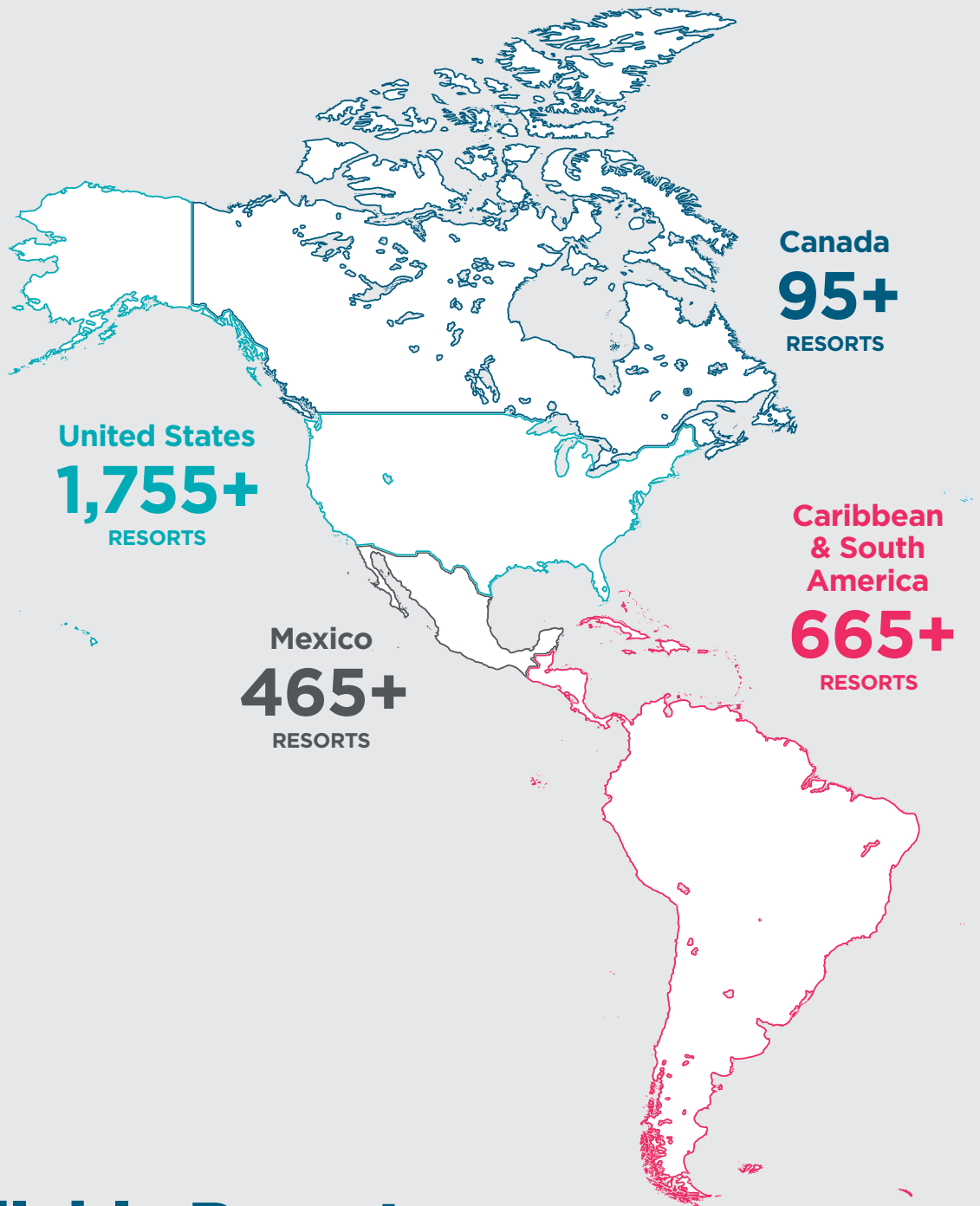
## Destination Xtras Coming Soon!

Enjoy vacations at highly discounted cash rates (no points required) starting at \$299 for 7 nights.

## Travel Flexibility

Help protect your Resort Points when you need to cancel with the DEX Protection Plan.

All reservations, exchanges and bookings are first-come, first-served and subject to availability.



# Available Resorts Around the World

The number of resorts and locations are subject to change without notice.



Europe  
**1,095+**  
RESORTS

Asia  
**285+**  
RESORTS

Africa  
**210+**  
RESORTS

Australia  
**155+**  
RESORTS

**Book your reservations now.**



## Exchanging with Destination Xchange

**Destination Xchange gives you the opportunity to book a 7-night exchange through either the 5-Year Advantage Xchange or Instant Xchange.**

### **5-Year Advantage Xchange**

You can deposit your Resort Points into Destination Xchange using the 5-Year Advantage Xchange. Deposited Resort Points are converted into a Tier Credit as indicated on the Resort Points and Tier Chart on page 11. This allows you to book reservations 24 months in advance for accommodations within that Tier (or any lower Tier) using Tier Credits. Tier Credits are valid for up to five years from the date points are deposited.

### **The Instant Xchange**

The Instant Xchange allows you to utilize your points to instantaneously confirm a reservation up to 24 months in advance. This option gives you the ability to use all or a portion of your points in an instant. Refer to the Resort Points and Tier Chart on page 11 for the points equivalent of a 7-night stay for each given Tier.

For both the 5-Year Advantage Xchange and Instant Xchange, payment of the Standard Exchange Fee is required for reservations and bookings made. Resort Points will be deducted from the current Use Year for reservations made during the first 10 months; thereafter, Resort Points will be deducted from the following Use Year. You can request a Destination Xchange reservation up to 24 months before your chosen dates of travel. There is also an option to borrow Resort Points from the following Use Year's Resort Points allocation to book an Instant Xchange or deposit a higher Tier Credit for the 5-Year Advantage Exchange. Multiple Tier Credits are allowed but cannot be combined for higher Tier stays. Resort Points cannot be returned, withdrawn or removed once they are converted into a Tier Credit.

## Resort Points and Tier Chart

### How It Works

Each 7-night resort stay has a points value and an equivalent Tier assigned to it. Tiers are designated 1 through 6 with 6 being the high-demand locations and times of the year in the larger sized accommodations.

As a Member, you can use the Instant Xchange, which allows you to instantaneously book using your points, or you can convert your points into a Tier Credit to reserve accommodations at a later date. Tier Credits made with the 5-Year Advantage Xchange are valid to book accommodations up to 5 years from the date you create the Tier Credit.

Each week is assigned a points value and a Tier which are determined by a number of factors including resort destination and location, availability, seasonal demand

and size of accommodations. So what does this mean? You can expect larger accommodations to be valued at a higher Tier/more points than smaller accommodations. Higher demanded times of the year such as holidays and peak vacation times (i.e. summer and school holidays) will also be valued at a higher Tier/more points than off-peak and low demanded times. Destinations with limited accommodations (i.e. ski resorts) will be valued at a higher Tier/more points versus locations with an abundance of accommodations.

Please refer to the Resort Points and Tier Chart below for details of the points or Tiers required to book a Destination Xchange 7-night stay.

### RESORT POINTS AND TIER CHART

SEASON	LOW	MID	HIGH	PEAK	ULTRA PEAK
Studio	TIER 1: 2,000 points	TIER 1: 2,000 points	TIER 2: 4,000 points	TIER 3: 6,000 points	TIER 4: 8,000 points
1-Bedroom	TIER 1: 2,000 points	TIER 2: 4,000 points	TIER 3: 6,000 points	TIER 4: 8,000 points	TIER 5: 10,000 points
2-Bedroom	TIER 2: 4,000 points	TIER 3: 6,000 points	TIER 4: 8,000 points	TIER 5: 10,000 points	TIER 6: 12,000 points
3-Bedroom	TIER 3: 6,000 points	TIER 4: 8,000 points	TIER 4: 8,000 points	TIER 5: 10,000 points	TIER 6: 12,000 points
4-Bedroom	TIER 3: 6,000 points	TIER 4: 8,000 points	TIER 5: 10,000 points	TIER 6: 12,000 points	TIER 6: 12,000 points

The most popular exchange reservations were made into High Season accommodations of all sizes.

### Upgrading a Tier Credit

If you decide to book into a higher Tier from your original Tier Credit, a Tier Upgrade Fee will be charged in addition to the Standard Exchange Fee. Tier Upgrade Fees can be paid with points, cash or a combination of both and are determined by your loyalty level. A Tier Upgrade Fee is charged per Tier upgraded e.g. if redeeming a Tier 2 Credit and reserving a Tier 4 accommodation then 2 Tier Upgrade Fees will be payable. Refer to the Fee Schedule on page 15 for the Tier Upgrade Fees.

If you choose to book a lower Tier stay using a higher Tier Credit, no refund or credit will be offered for the difference in points.

### Short Xchanges Coming Soon!

#### When you only have time for a quick getaway

Whether you need a little down time on the beach, romance in the mountains, or a quick golf getaway with friends, a Short Xchange gives you the option to do it all. Destination Xchange offers you 2- to 6-night stays at selected destinations within 30 days of travel using points. Shorter travel means fewer points used. These reservations offer exceptional value for those with flexible travel plans. Refer to the Fee Schedule and additional terms and conditions on page 15.

This Destination Xchange benefit is not currently available. Additional details will be provided when it can be accessed. These reservations are limited and offered on a first-come, first-served basis, and subject to availability. A DEX Protection Plan cannot be purchased for this program. Otherwise all Instant Xchange terms and conditions apply.

### SHORT XCHANGE RESORT POINTS TABLE

ACCOMMODATION TYPE	SUN-THU	FRI & SAT
Studio	500	1,150
1-Bedroom	600	1,500
2-Bedroom	800	2,000
3-Bedroom	1,000	2,500
4-Bedroom	1,250	2,750

Resort Points shown above are points required on a per-night basis.

### Express Xcapes Coming Soon!

#### Let your wanderlust guide you

When the travel bug gets the best of you, Destination Xchange has you covered with Express Xcapes. Destination Xchange understands it can be difficult to make last-minute, cost-saving travel plans, so we created Express Xcapes especially with you in mind. Whether you are busy at work or having a difficult time coordinating schedules with family and friends, Express Xcapes offers last-minute, easy-to-book, travel.

Book 7-night stays at up to 50% off the points value within 30 days of arrival and as close as 72 hours prior to check-in.

This Destination Xchange benefit is not currently available. Additional details will be provided when it can be accessed. These reservations are limited and offered on a first-come, first-served basis, and subject to availability. Points discount does not apply to any pending requests confirmed within 30 days of arrival. A DEX Protection Plan cannot be purchased for this program. Otherwise all Instant Xchange terms and conditions apply.

## Destination Xtras Coming Soon!

### Enjoy 7-Night Stays Starting at \$299

Destination Xtras are highly discounted vacations paid with cash, not points. These discounted stays are often less than the cost of a hotel room per night for a fully furnished accommodation.

This Destination Xchange benefit is not currently available. Additional details will be provided when it can be accessed. Destination Xtras reservations can be booked up to 12 months prior to the desired travel date. Access to Destination Xtras is limited and based on a Member's loyalty tier (see page 15 for more information). A debit or credit card is required for reservations. Full payment will be taken at the time of booking and is non-refundable if you fail to check-in or cancel. A DEX Protection Plan cannot be purchased for this program.

## How Do I Exchange?

To book a Destination Xchange vacation, follow these simple steps.

### 1. Choose Your Stay

Select your preferred destination, travel dates, accommodation size, and the number of points or Tier Credit you wish to use.

### 2. Create Your Reservation

Destination Xchange provides you with two ways to book your exchange — the 5-Year Advantage Xchange, which enables you to convert your points into a Tier Credit, or Instant Xchange, which uses points to reserve 24 months in advance. Once you have chosen your preferred booking method and you meet all necessary conditions, then you simply provide your desired stay details to confirm your exchange over the phone with a Member Services Specialist or by going online at [hiltongrandvacations.com](http://hiltongrandvacations.com). If you decide to book a stay using the online booking method, you will automatically receive \$10 off the Standard Exchange Fee.

### 3. Reservation or Request Confirmation

A reservation confirmation will be sent to the email registered to your account.

## Guest Stays

### Give the gift of vacations

As a Member, you understand the importance of taking a break from your daily routine, from short weekend getaways to extended vacations. Share your joy of travel with friends and loved ones. You can purchase a Guest Certificate for friends and family for a fee. Simply book your guest's reservation and provide their name at the time of booking or by contacting Member Services to update the reservation with the guest's name. Refer to the Fee Schedule on page 15 for Guest Certificate Fees.

Guests must present the guest certificate or confirmation in his or her name at the time of arrival or the resort may refuse check-in. Additional guests may stay but the total number of guests must not exceed the maximum occupancy of the given accommodation. Guest Certificate Fees are charged per exchange reservation.

## Check-in Procedures and Reservation Rules

### Confirmation Letters

Once your reservation has been confirmed, an email will be sent to the email address registered to your account. Please review the content of the confirmation in its entirety. Be sure to bring your confirmation letter with you for check-in. If a late check-in is required, contact the resort as soon as possible or your room may be released due to a no-show.

### Check-in After the Planned Arrival Date

If you are not intending to check-in at the resort on the originally booked date of arrival, or your plans change and you are unable to arrive as previously scheduled, you must contact the resort at least 24 hours before your original arrival date and advise when you will be arriving. Failure to notify the resort may result in the cancellation of the reservation and the possibility that there may be no availability when you arrive.

### Resort Specific Rules

Each occupant of an accommodation must comply with the rules of that resort and Destination Xchange at all times. No Member or guest is permitted to keep an animal, bird, fish or other livestock in a resort accommodation other than where resort rules allow, such as in the case of ADA service animals.

### No Arrival

If you fail to check-in, you will be considered a no-show and your reservation will be canceled within 24 hours of your arrival date. Additionally, any points or Tier Credits and Exchange Fees previously paid will automatically be forfeited.

### Resort Fees, All-Inclusive Fees and Additional Charges

Be aware that you may incur additional fees or charges from the resort. Generally, they are detailed on the website and are reflected on your confirmation letter but we suggest contacting the resort directly to confirm.

## Reservation Cancellation

You can cancel an exchange reservation within 24 hours of booking and have your points or Tier Credit returned. Unless the DEX Protection Plan is purchased, any cancellation after 24 hours of booking will result in a forfeiture of points/Tier Credit. The purchase of a DEX Protection Plan at the time of booking is advisable in order to safeguard your points/Tier Credit and avoid losing them.

Regardless of the notice of cancellation given, when canceling an exchange reservation, the Standard Exchange Fee and any applicable fees will not be refunded.

### **Cancelling a Short Xchange, Express Xcapes, or Destination Xtras Reservation**

If you cancel your Short Xchange or Express Xcapes reservation you will lose any Points used and any applicable Exchange Fees paid. If you cancel your Destination Xtras reservation you will not receive a refund of the cash price paid.

## **DEX Protection Plan**

### **Protect Your Exchange Reservation**

When the unexpected happens, you can help protect your Resort Points and Tier Credits with the DEX Protection Plan.

The purchase of a DEX Protection Plan will reinstate an equivalent Tier Credit into your Destination Xchange account for cancellations up to 31 days prior to the arrival date for both 5-Year Advantage Xchange and Instant Xchange reservations. The Tier Credit will expire 5 years from the original deposit date.

If a Tier Upgrade Fee (points, cash or a combination of both) was used for the reservation, an upgraded Tier Credit will be credited to your Destination Xchange account.

The DEX Protection Plan is only available for purchase at time of booking either online or through Member Services.

The DEX Protection Plan fee is per reservation. Short Xchanges, Express Xcapes, Destination Xtras are not eligible for the DEX Protection Plan. The Standard Exchange Fee is non-refundable with the purchase of the DEX Protection Plan.

#### **RESERVATION PROTECTION PLAN CANCELLATION TABLE**

<b>CANCELLATION LEAD TIME</b>	<b>TIER CREDIT REINSTATED*</b>	<b>STANDARD EXCHANGE FEE REFUNDED</b>
<b>Within 24 hours of confirmation</b>	Yes	Yes
<b>31+ days prior to arrival</b>	Yes	No
<b>0-30 days prior to arrival</b>	No	No

\*An upgraded Tier Credit will be reinstated when a Tier Upgrade Fee has been paid.

## **Destination Xchange Membership**

### **Designated Members**

Each membership has a designated Primary Member, to whom all communications will be sent. The Primary Member is the first named Member on the membership.

### **Duration of Membership**

Membership in Destination Xchange is included with your membership in Extraordinary Escapes. Each membership will last until terminated in accordance to the terms and conditions and rules of Destination Xchange.

### **Participation in Destination Xchange**

You must be current on any Resort Dues and Extraordinary Escapes Fees in order to participate in

Destination Xchange. Please refer to the Destination Xchange legal documents for full terms and conditions and rules of Destination Xchange.

### **Loyalty Level**

Your loyalty level within Destination Xchange is the same as your loyalty level in Extraordinary Escapes.

## **Resorts Available**

For the most up-to-date list of resorts available to book through Destination Xchange please go to [hiltongrandvacations.com](http://hiltongrandvacations.com). Resorts affiliated with Destination Xchange are composed of a variety of partner affiliations and will change regularly.

At 6 months prior to arrival, you will have limited access to accommodations at select Hilton Grand Vacations managed and affiliated properties available in Destination Xchange for 7-night stays.

Extraordinary Escapes has reserved the right to allow restricted availability within 6 months prior to arrival to be reserved through Destination Xchange.

### **Number of resorts available worldwide**

Destination Xchange is always looking to provide an array of resorts. There are approximately 4,800\* resorts in 110 countries within Destination Xchange.

\*Certain vacation exchanges are arranged through an affiliation between Destination Xchange and RCI.

## **Explanation of Fees**

You can refer to the Fees At-A-Glance on page 15 for a complete list of fees.

### **Exchange Fees**

You will pay an Exchange Fee for every exchange reservation booking made through Destination Xchange. The Exchange Fees collected are determined by the exchange type and your loyalty level.

Each exchange made using the Instant Xchange, 5-Year Advantage Xchange, or Express Xcapes requires payment of the Standard Exchange Fee. An exchange using the Short Xchange requires payment of a Short Xchange Fee.

### **DEX Protection Plan Fee**

If you chose to safeguard your stay through the DEX Protection Plan, you must pay the required fee at the time of booking as determined by your loyalty level.

### **Late Deposit Fees**

If you want to deposit points into Destination Xchange within the second last month of your current Use Year (December 1-31 for HGV Max Centum+ Members), you will be charged a Late Deposit Fee. Resort Points cannot be deposited during the last month of your Use Year.

### **Guest Certificate Fees**

A Guest Certificate Fee will be charged for every Guest Stay reservation made.

### **Tier Upgrade Fees**

A Tier Upgrade Fee will be charged if you decide to

book into a higher Tier from your original Tier Credit. Tier Upgrade Fees may be paid in points, cash or a combination of both.

## **Managing Your Resort Points and Tiers**

### **Points for Short Xchanges**

You can use points (not Tier Credits) to book stays of less than seven (7) nights. More information on Short Xchanges can be found on page 11.

### **Depositing Resort Points**

In order to take advantage of the 5-Year Advantage Xchange, you will first need to deposit your points into Destination Xchange in set amounts to be converted into a Tier Credit. The Tier Credit can then be utilized to book an accommodation within 5 years from the date of deposit. Refer to page 12 for more information on making an exchange using Tier Credits.

### **Borrowing Resort Points**

If you need more points for a reservation than you have available in your Use Year, you may borrow from the

following Use Year. Resort Dues for the borrowed Points must be prepaid at the time of making the reservation. The charge per point is based on the current Resort Dues calculation. The maximum borrowing transaction is one hundred percent (100%) of the annual allotment of Points.

Borrowed points cannot be returned, withdrawn or removed once they are used to make a reservation or purchase a Tier Credit. Once an exchange reservation is cancelled, an equivalent Tier Credit is reinstated into your Destination Xchange account as long as the DEX Protection Plan is purchased.

### **Use of Banked Resort Points**

Banked points cannot be returned, withdrawn or removed once they are used to make a reservation or purchase a Tier Credit. Once an exchange reservation is cancelled, an equivalent Tier Credit is reinstated into your Destination Xchange account as long as the DEX Protection Plan is purchased.

FEES-AT-A-GLANCE

# Destination Xchange

POINTS LEVELS	EXTRAORDINARY ESCAPES	EXTRAORDINARY ESCAPES PREMIERE	EXTRAORDINARY ESCAPES SIGNATURE		
	HGV MAX MEMBER/PREFERRED	HGV MAX PREFERRED+	HGV MAX PREMIER	HGV MAX PREMIER+	HGV MAX CENTUM+
Standard Exchange Fee (Phone) <sup>1</sup>	\$179	\$169	\$159	\$149	\$139
Standard Exchange Fee (Online) <sup>1</sup>	\$169	\$159	\$149	\$139	\$129
Short Xchange Fee <sup>2</sup>					
2 Nights	\$129	\$119	\$109	\$99	\$89
3-4 Nights	\$139	\$129	\$119	\$109	\$99
5-6 Nights	\$149	\$139	\$129	\$119	\$109
Destination Xtras <sup>2</sup> (starting at \$299/week)	2 stays per year	4 stays per year	6 stays per year	8 stays per year	10 stays per year
Guest Certificate Fee (Phone)	\$79	\$79	\$79	\$79	\$79
Guest Certificate Fee (Online)	\$59	\$59	\$59	\$59	\$59
Guest Reservations	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
DEX Protection Plan Fee <sup>3</sup>	\$169	\$159	\$149	\$139	\$129
Late Deposit Fee <sup>4</sup>	\$309	\$309	\$309	\$309	\$309
Tier Upgrade Fees <sup>5</sup>	\$360 cash 3,000 points	\$340 cash 2,750 points	\$320 cash 2,500 points	\$280 cash 2,250 points	\$260 cash 2,000 points

All fees are payable in USD. Subject to payment of a Late Deposit Fee, the final date you can deposit points for a Tier Credit is 2 months prior to the end of your current Use Year. All reservations are limited and offered on a first-come, first-served basis and subject to availability. The terms and conditions applicable to points Members as outlined in this Membership Guide apply only to points that are part of the Extraordinary Escapes exchange program. All points values and Tiers for weeks in Destination Xchange and Exchange Fees are subject to change at any time at Destination Xchange Operating Company's sole discretion. Exchange Fees are charged per exchange reservation. See the Destination Xchange program documents at [hiltongrandvacations.com](http://hiltongrandvacations.com) for further terms and conditions.

Resorts may apply additional charge(s) at check-in or checkout for the use of certain resort facilities including, but not limited to, on-site leisure activities and Wi-Fi access. Facilities differ at each resort. Additional terms may apply. For more information on each individual resort, go to [hiltongrandvacations.com](http://hiltongrandvacations.com).

1. The Standard Exchange Fee applies to Instant Xchanges, 5-Year Advantage Xchanges and Express Xcapes reservations.
2. This Destination Xchange benefit is currently not yet available.
3. The DEX Protection Plan is not available for Express Xcapes, Short Xchange or Destination Xtras reservations.
4. Late Deposit Fees apply when depositing points during the second last month of your current Use Year. Late Deposit Fees for HGV Max Centum+ members apply December 1-31.
5. The Tier Upgrade Fee is payable for each Tier level increase.

# Frequently Asked Questions

## How do I access my Destination Xchange account online?

Log in to your account at [hiltongrandvacations.com](http://hiltongrandvacations.com) for immediate access to Destination Xchange. On the left, you will see a Destination Xchange section with buttons allowing you access to searches and membership information.

## What communication will I receive from Destination Xchange?

As a Member of Destination Xchange, you will receive reservation confirmation emails for every exchange booked. Be sure to keep your contact details current in order to receive reservation confirmation emails and other exclusive program communications. Your Member Area will always be current so you can enjoy your membership with the most updated benefits and resort offerings. You will also receive periodic newsletters highlighting any changes or additional benefits added to your membership.

## How do I make an Xchange?

Destination Xchange offers two ways to book reservations: the 5-Year Advantage Xchange or Instant Xchange. Once you have chosen a booking method and meet all necessary conditions to utilize that method, simply provide your travel dates, desired location, and accommodation type in order to confirm your exchange over the phone with a Member Services Specialist or book online at [hiltongrandvacations.com](http://hiltongrandvacations.com).

## How does the Resort Points and Tier Chart work?

The Resort Points and Tier chart helps to prepare you for the number of points you can expect to pay for your exchange reservation or what Tier to deposit your Points into with the 5-Year Advantage Xchange.

## What is the Instant Xchange reservation process for Destination Xchange?

Instant Xchange allows you to utilize your points to instantaneously confirm a reservation up to 24 months in advance of the current date. Resort Points will be deducted from your current Use Year for reservations made during the first 10 months, thereafter, points will be deducted from the following Use Year. Benefits of the Instant Xchange include the option to use all or a portion of your Points.

## How does the 5-Year Advantage Xchange work when booking an Xchange?

In order to take advantage of the 5-Year Advantage Xchange, you first need to deposit your points into Destination Xchange as shown on page 11. Once deposited, your points are then converted into a Tier

Credit which can be used to book an exchange reservation in that Tier or a lower Tier within 5 years from the date of deposit. You can book into a higher Tier with payment of a Tier Upgrade Fee.

## How do I know which Tier to deposit my Resort Points into?

The number of points you have available to use will help determine which Tier to deposit your points into. Reviewing the points and Tier Chart will also help you determine which Tier to deposit your points into. The most popular exchange reservations were made into High Season in accommodations of all sizes. Remember, you can always upgrade your Tier with a Tier Upgrade Fee, but if you chose to book a stay at a Tier below your original Tier Credit you will not be eligible for a refund.

## What if I want to book a stay outside my original Tier Credit?

You can chose to stay in a week within or below your Tier Credit at no extra charge. If you chose to book a stay at a Tier below your original Tier Credit you will not be eligible for a refund. If you decide to book a stay during a week with a higher Tier, you will need to pay a Tier Upgrade Fee for each Tier level increase.

Example: If you are a Premiere Member with a Tier 2 Credit and wish to stay in a Tier 4 Credit accommodation, you will need to upgrade by 2 Tiers. This means you will need to pay the Standard Exchange Fee and the required Tier Upgrade Fee of \$720 (\$340 per Tier increase x 2) or 5,500 points (2,750 points per Tier increase x 2).

## What is my booking window?

The booking window is up to 24 months out from the current date for both the 5-Year Advantage Xchange and Instant Xchange. Select Hilton Grand Vacations managed and affiliated properties may be made available to Destination Xchange. Extraordinary Escapes has reserved the right to allow restricted availability within 10 months of the arrival date.

The final day you can deposit points for a Tier Credit is 2 months prior to the end of your current Use Year. Thereafter, Points will be deducted from your following Use Year. You will have the opportunity to deposit Points during the second last month of your current Use Year by paying the Late Deposit Fee. (December 1-31 for HGV Max Centum+ Members)

## When will I pay the Exchange Fee?

When you confirm your selected resort, you will pay the Exchange Fee (comprising of the Standard Exchange Fee or Short Xchange Fee and any applicable fees), either



on the phone with an agent or online. Don't forget — all exchanges made online receive a \$10 saving off the Standard Exchange Fee. The \$10 savings does not apply to the Short Xchange Fee. Exchange Fees are charged on a per exchange reservation basis.

### **Can I borrow Resort Points to exchange into Destination Xchange?**

If you need more points for a reservation than you have available in the current Use Year, you may borrow from the following Use Year. Resort Dues for the borrowed points must be prepaid at the time of making the reservation. The charge per point is based on the current Resort Dues calculation. The maximum borrowing transaction is one hundred percent (100%) of the annual allotment of points. Once points have been borrowed, they will expire in the year which they were borrowed unless they are used.

Borrowed points cannot be returned, withdrawn or removed once they are used to make a reservation or purchase a Tier Credit. Once an exchange reservation is cancelled, an equivalent Tier Credit is reinstated into your Destination Xchange account as long as the DEX Protection Plan is purchased.

### **Can I use banked points to exchange into Destination Xchange?**

Banked points cannot be returned, withdrawn or removed once they are used to make a reservation or purchase a Tier Credit. Once an exchange reservation is cancelled, an equivalent Tier Credit is reinstated into your Destination Xchange account as long as the DEX Protection Plan is purchased.

### **When will I receive my reservation confirmation?**

Once your reservation is booked, you will immediately receive a reservation confirmation email.

### **Can I book a reservation for a guest?**

Friends and family are welcome to stay at one of the resorts through the purchase of a Guest Certificate. Guest Certificate Fees are outlined on page 15. Guests must present a Guest Certificate or confirmation letter in his or her name at the time of arrival or the resort may refuse check-in. Additional guests may stay but the total number of guests must not exceed the maximum occupancy of the given accommodation.

### **How do I cancel my reservation?**

If you need to cancel a confirmed Destination Xchange reservation, you can do so online in the Member Area in Confirmed Reservations under My Reservations or you can contact a Member Services Specialist over the phone. Depending on whether you purchased the DEX Protection

Plan and the notification period, you could lose all of your points or Tier Credit and the Exchange Fees paid. You have the opportunity to purchase a DEX Protection Plan to better safeguard your points or Tier Credit.

### **What is the cancellation policy on a Instant Xchange or 5-Year Advantage Xchange?**

You can cancel an exchange reservation within 24 hours of booking without penalty. Unless the DEX Protection Plan is purchased, any cancellation after 24 hours of booking will result in a forfeiture of points and all Exchange Fees paid. It is highly recommended that the DEX Protection Plan be purchased to safeguard points.

### **What is the cancellation policy on a Short Xchange, Express Xcapes, or Destination Xtras reservation?**

If you cancel your Short Xchange or Express Xcapes reservation you will lose any points used and any applicable fees paid. If you cancel your Destination Xtras reservation you will not receive a refund of the cash price paid.

### **Can I protect my points if I need to cancel my reservation?**

You are encouraged to purchase a DEX Protection Plan at the time of booking.

The purchase of a DEX Protection Plan will ensure that you receive an equivalent Tier Credit into your Destination Xchange account for reservations cancelled up to 31 days prior to arrival for both 5-Year Advantage Xchange and Instant Xchange reservations. The Tier Credit will expire 5 years from the original deposit date.

If a Tier Upgrade Fee (points, cash or a combination of both) was used for the reservation, an upgraded Tier Credit will be credited to your Destination Xchange account.

The DEX Protection Plan does not apply to Short Xchanges, Express Xcapes and Destination Xtras.

### **What if I can't make my arrival date?**

You must contact the resort at least 24 hours before your planned arrival date and advise when you will be arriving. Failure to notify the resort prior to arrival, may result in the cancellation of the reservation within 24 hours of arrival and the possibility that there may be no room availability upon arrival.





