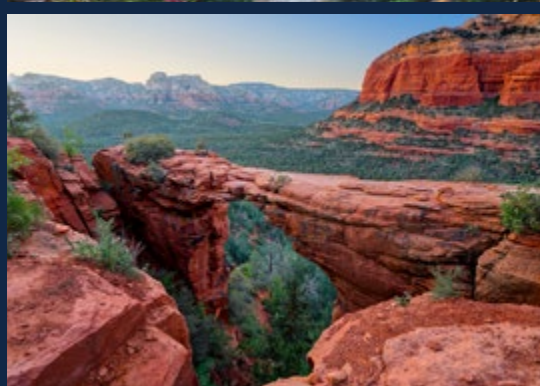




## Members of The Club Membership Guide 2026





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## 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 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 call center servicing The Club. This ensures you receive the same impeccable service and seamless booking process you are accustomed to.

#### Member Services

Available Mon. through Sat., 9:00 a.m.–9:00 p.m. EST

#### Platinum Member Services

Available Mon. to Fri. 3:00 a.m.–10:00 p.m. EST  
Sat. 4:00 a.m.–8:00 p.m. EST

#### Centum Member Services

Available Mon. to Fri. 9:00 a.m.–10:00 p.m. EST  
Sat. 9:00 a.m.–8:00 p.m. EST

### How to Reach Us

**Phone:** Destination Xchange: **877-374-2582**  
Platinum Member Services: **877-374-7528**  
Centum Concierge: **855-623-6886**  
HGV Max Members: **888-494-4482**

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

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

### Holiday Schedule

All call center services will be closed or have reduced operational hours on the following public holidays:

New Year's Day	Labor Day
Martin Luther King Jr. Day	Veterans Day
President's Day	Thanksgiving
Memorial Day	Christmas Day
Juneteenth	
Independence Day	



## Introducing Destination Xchange

Destination Xchange, a premiere flexible vacation ownership exchange program, was designed with you 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 The Club, you receive a membership to Destination Xchange. You have the same loyalty Tier in Destination Xchange as you do in The Club. This allows you to exchange and book resorts up to 24 months in advance. You also have the option to deposit Points with Destination Xchange giving you five years to make an exchange reservation with 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.

\*Any Member with ownership in Florida Club Connection, Monarch Grand Vacations Collection or Premiere Vacation Collection, or owns an undivided interest with an HOA participating in the Corporate Destination Xchange program will receive a Destination Xchange membership and will be classified as having a Standard loyalty level for purposes of using Destination Xchange.





## The Power of Destination Xchange

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

### 5-Year Deposits

You can deposit Points into Destination Xchange. Points deposited are valid to book exchanges up to five years from the date of deposit and can be used to make reservations up to 24 months in advance.

### Instant Xchange

Use your Points to instantly confirm reservations up to 24 months in advance.

### Travel Flexibility

Help protect your Points when you need to cancel with the Destination Xchange Protection Plan.

### Short Xchange (Coming Soon)

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

### Express Xcapes (Coming Soon)

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

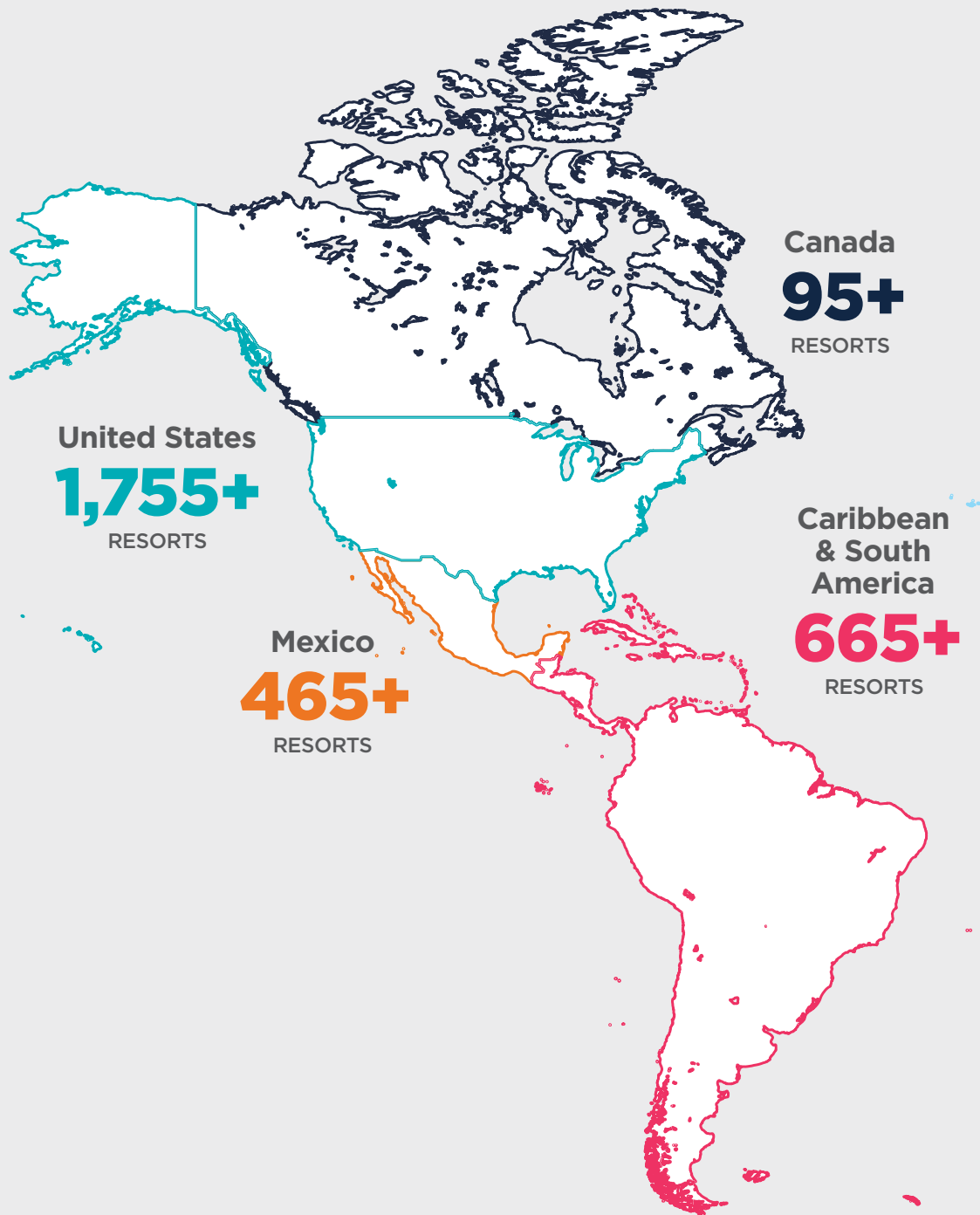
### Destination Xtras (Coming Soon)

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

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 seven-night exchange instantly through the Instant Xchange or with a Tier Credit from a 5-Year Deposit.

### 5-Year Deposits

You can deposit your Points into Destination Xchange for Tier Credits as indicated in the Points and Tier Chart on page 11. Reservations with Tier Credits can be made up to 24 months in advance for accommodations within that Tier (or any lower Tier). You can choose to book into a higher Tier than your deposited Tier Credit by paying a Tier Upgrade Fee per Tier level increase. The Tier Upgrade Fees are detailed on page 15. Reservations with Tier Credits may be made up to five years from the date the Points were deposited. Travel may extend beyond the expiration date.

### Instant Xchange

The Instant Xchange allows you to utilize your Points to book reservations instantaneously for up to 24 months in advance. Use all or a portion of your Points in an instant. Refer to the Points and Tier Chart on page 11 for the Points equivalent of a seven-night stay for each given Tier.

For both the 5-Year Deposits and Instant Xchange, payment of the Standard Exchange Fee is required for reservations and bookings made. Points will be deducted from your current year's Points allocation up through October 31; thereafter, Points will be deducted from your following year's Points allocation. You can request a Destination Xchange reservation up to 24 months before your chosen dates of travel. There is also an option to borrow Points from the following year's Points allocation to book an Instant Xchange or deposit for a higher Tier Credit. Multiple Tier Credits are allowed but cannot be combined for higher Tier stays. Points cannot be returned, withdrawn or removed once they are converted into a Tier Credit.



# 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-size 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 a 5-Year Deposit are valid to book accommodations up to five 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-demand 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-demand 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 Points and Tier Chart below for details of the Points or Tiers required to book a Destination Xchange 7-night stay.

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 are made into accommodation in High Season in all sizes of accommodation.

## 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 or cash 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 two 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 downtime 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 Destination Xchange Protection Plan cannot be purchased for this program. Otherwise all Instant Xchange terms and conditions apply.

## 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 Destination Xchange 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. These reservations are limited and offered on a first-come, first-served basis and subject to availability. 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 Destination Xchange 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 Instant Xchange using points from your current points allotment, or an existing Tier Credit deposit. 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 go online to [club.hiltongrandvacations.com](http://club.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 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 without penalty. Unless the Destination Xchange Protection Plan is purchased, any cancellation after 24 hours of booking will result in a forfeiture of Points and all Exchange Fees paid. The purchase of a Destination Xchange Protection Plan at the time of booking is advisable in order to safeguard your Points.

After the initial 24 hours, the Standard Exchange Fee and any applicable fees paid will not be refunded, regardless of the notice of cancellation.

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

If you cancel your exchange 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.

## **Destination Xchange Protection Plan**

### **Protect Your Exchange Reservations**

When the unexpected happens, you can help protect your exchange reservations with the Destination Xchange Protection Plan.

The purchase of a Destination Xchange 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 exchange reservations. The Tier Credit will expire five years from the original deposit booking date.

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

If the Destination Xchange Protection Plan is not purchased at the time of booking, it may be purchased up until 31 days prior to arrival for an additional fee. Please refer to the Fee Schedule on page 15.

The Destination Xchange Protection Plan fee is per reservation. Short Xchanges, Express Xcapes and Destination Xtras are not eligible for the Destination Xchange Protection Plan. The Standard Exchange Fee and any applicable fees paid are nonrefundable with the purchase of the Destination Xchange Protection Plan.

### **Destination Xchange Protection Plan Cancellation Table**

CANCELLATION LEAD TIME	TIER CREDIT REINSTATED*	STD EXCHANGE FEE REFUNDED
Within 24 hours of confirmation	Yes	Yes
31+ days prior to arrival	Yes	No
0-30 days prior to arrival	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 The Club. 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 association fees and dues with your ownership 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 loyalty level as The Club.

## **Resorts Available**

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

Select Hilton Grand Vacations managed and affiliated properties may be made available to Destination Xchange for 7-night stays.

The Club has reserved the right to allow limited availability 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 122 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 7-night exchange reservation requires payment of the Standard Exchange Fee. An exchange using the Short Xchange requires payment of a Short Xchange Fee.

### **Destination Xchange Protection Plan Fee**

If you chose to safeguard your stay through the Destination Xchange Protection Plan, you must pay the required fee either at the time of booking or up to 31 days prior to your arrival date as determined by your loyalty level.

### **Late Deposit Fees**

If you want to deposit Points into Destination Xchange after the October 31 (November 30 for Centum/Centum+ loyalty Members) deposit deadline, you will be charged a Late Deposit Fee. The Late Deposit Fee is applicable for depositing Points from the current year's allocation between November 1-30 (December 1-31 for Centum/Centum+ loyalty Members).

### **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 or cash.



## Managing Your Points and Tiers

### Points for Short Xchanges

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

### Depositing Points

Points can be deposited at one of the Tier levels to create a Tier Credit. The Tier Credit can then be utilized to book accommodation within five years from the date of deposit. An exchange reservation must be made prior to the expiration date of the Tier Credit, although the check-in date for travel may be after the expiry date. Refer to page 12 for more information on making an exchange using Tier Credits.

### Borrowing Points

If you need more Points for a reservation than you have available in your current year's allocation, you can borrow up to the annual allocation of Points from next year's allocation by paying a deposit equal to 75% of the current year's maintenance fees. This amount will then be deducted from next year's allocation of Points and not from any year beyond that. Once Points have

been borrowed, they will expire in the year which they were borrowed unless they are used; they cannot be saved for use in the following year as outlined in your program documents.

Borrowed Points cannot be returned, withdrawn or removed once they are used for an exchange reservation or to create a Tier Credit. Once an exchange reservation is canceled, an equivalent Tier Credit is reinstated into your Destination Xchange account as long as the Destination Xchange Protection Plan is purchased.

### Using Saved Points

You can use Points that have previously been saved from the previous year's allocation without a deposit. Once Points have been borrowed they will expire in the year in which they were borrowed unless they are used; they cannot be saved for use in the following year.

Saved Points cannot be returned, withdrawn or removed once they are used for an exchange reservation or to create a Tier Credit. Once an exchange reservation is canceled, an equivalent Tier Credit is reinstated into your Destination Xchange account as long as the Destination Xchange Protection Plan is purchased.

## FEES-AT-A-GLANCE

## Destination Xchange

Points Levels	The Club Standard/ HGV Max Member/Preferred	The Club Silver/ HGV Max Preferred+	The Club Gold/ HGV Max Premier	The Club Platinum/ HGV Max Premier+	The Club Centum/ HGV Max Centum+
<b>Standard Exchange Fee</b>					
Phone <sup>1</sup>	\$209	\$199	\$189	\$179	\$169
Online <sup>1</sup>	\$199	\$189	\$179	\$169	\$159
<b>Short Xchange Fee<sup>2</sup></b>					
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
<b>Guest Certificate Fee</b>					
Phone	\$102	\$102	\$102	\$102	\$102
Online	\$92	\$92	\$92	\$92	\$92
Guest Reservations	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Destination Xchange Protection Plan Fee<sup>3</sup></b>					
Time of Booking Phone	\$199 / \$114	\$189 / \$114	\$179 / \$114	\$169 / \$114	\$159 / \$114
Time of Booking Online	\$189 / \$104	\$179 / \$104	\$169 / \$104	\$159 / \$104	\$149 / \$104
Post-Booking	\$226 / \$138	\$215 / \$138	\$205 / \$138	\$195 / \$138	\$184 / \$138
Late Deposit Fee <sup>4</sup>	\$315	\$315	\$315	\$315	\$315
Tier Upgrade Fees <sup>5</sup>	\$360 cash or 3,000 Points	\$340 cash or 2,750 Points	\$320 cash or 2,500 Points	\$280 cash or 2,250 Points	\$260 cash or 2,000 Points

Subject to payment of a Late Deposit Fee, the final date you can book an exchange reservation or make a deposit within the current calendar year is October 31. 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 within the U.S., California or Hawaii Collections and for Cabo Azul, Florida Connection, Monarch Grand Vacations Collection and Premiere Vacation Collection properties. Any other Points within The Club are governed by Destination Xchange for traditional Owners. 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 check-out 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 7-night exchange reservations and Express Xcapes reservations.
2. This Destination Xchange benefit is not yet available.
3. The Destination Xchange Protection Plan is not available for Express Xcapes, Short Xchange or Destination Xtras reservations.
4. Late Deposit Fees apply November 1-30 for The Club Standard, Silver, Gold and Platinum loyalty Members and HGV Max Member, Preferred, Preferred+, Premier and Premier+ loyalty Members, and December 1-31 for The Club Centum and HGV Max Centum+ loyalty Members.
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 [club.hiltongrandvacations.com](http://club.hiltongrandvacations.com) for immediate access to Destination Xchange. On the top navigation bar, highlight “CLUB” and 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 exchange reservation?

You can book an exchange reservation instantly using your Points, or you may use an existing deposit (Tier Credit). With either option, simply provide your travel dates, desired location and accommodation type in order to search availability online at [club.hiltongrandvacations.com](http://club.hiltongrandvacations.com) or over the phone with a Member Services Specialist.

## How does the Points and Tier Chart work?

The 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.

## 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. Points will be deducted from your current year's Points allocation. Benefits of the Instant Xchange include the option to use all or a portion of your points.

## How does using a 5-Year Deposit work when booking an exchange reservation?

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 five 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 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 are made into accommodation in High Season in all sizes of accommodation. Remember, you can always upgrade your Tier with a Tier Upgrade Fee, but if you choose 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 choose to stay in a week within or below your Tier Credit at no extra charge. If you choose 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 Gold Member with a Tier 2 Credit and wish to stay in a Tier 4 Credit accommodation, you will need to upgrade by two Tiers. This means you will need to pay the Standard Exchange Fee and the required Tier Upgrade Fee of \$640 (\$320 per Tier increase x 2) or 5,000 Points (2,500 Points per Tier increase x 2).

## When do 5-Year Deposits expire?

Reservations with Tier Credits may be made up to five years from the date the Points were deposited. Travel may extend beyond the expiration date.

## What is my booking window?

The booking window is up to 24 months out from the current date for all exchange reservations. Select Hilton Grand Vacations managed and affiliated properties may be made available to Destination Xchange.

## What is the final day to use or deposit my current year's Points allocation into Destination Xchange within the current calendar year?

The final day you may use or deposit your current year's Points allocation into Destination Xchange within the current year is October 31 (November 30 for Centum and Centum+ loyalty Members). Thereafter, Points will be deducted from your following year's Points allocation. You will have the opportunity to deposit your current year's Points allocation during the month of November by paying the Late Deposit Fee (December 1-31 for Centum and Centum+ loyalty 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 savings 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 Points to exchange into Destination Xchange?**

If you need more Points for a reservation than you have available in your current year's allocation, you can borrow up to the annual allocation of Points from next year's allocation by paying a deposit equal to 75% of the current year's maintenance fees. This amount will then be deducted from next year's allocation of Points and not from any year beyond that. Once Points have been borrowed, they will expire in the year which they were borrowed unless they are used — they cannot be saved for use in the following year as outlined in your program documents.

Borrowed Points cannot be returned, withdrawn or removed once they are used for an exchange reservation or to create a Tier Credit. Once an exchange reservation is canceled, an equivalent Tier Credit is reinstated into your Destination Xchange account as long as the Destination Xchange Protection Plan is purchased.

### **Can I use saved Points to exchange into Destination Xchange?**

You can borrow Points that have previously been saved from the previous year's allocation without a deposit. Once Points have been borrowed they will expire in the year which they were borrowed unless they are used — they cannot be saved for use in the following year.

Saved Points cannot be returned, withdrawn or removed once they are used for an exchange reservation or to create a Tier Credit. Once an exchange reservation is canceled, an equivalent Tier Credit is reinstated into your Destination Xchange account as long as the Destination Xchange 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 Destination Xchange 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 Destination Xchange Protection Plan to better safeguard your Points or Tier Credit.

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

You can cancel an exchange reservation within 24 hours of booking without penalty. Unless the Destination Xchange 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 Destination Xchange Protection Plan be purchased to safeguard Points.

### **What is the cancellation policy for a 7-night exchange 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 Destination Xchange Protection Plan at the time of booking.

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

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

If the Destination Xchange Protection Plan is not purchased at the time of booking, it may be purchased up until 31 days prior to arrival for an additional fee. Please refer to the Fee Schedule on page 15 for current fees.

The Destination Xchange 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.

