

Members of The Club  
with EU Collection Points or Fractional Points  
Membership Guide 2024





# Table of Contents

<b>Travel the World</b> .....	<b>4</b>
<b>Contact Information</b> .....	<b>5</b>
<b>Introducing Destination Xchange</b> .....	<b>6</b>
<b>The Power of Destination Xchange</b> .....	<b>7</b>
<b>Available Resorts Around the World</b> .....	<b>8</b>
<b>Exchanging with Destination Xchange</b> .....	<b>10</b>
Points and Tier Chart .....	11
Short Xchanges Coming Soon! .....	11
Express Xcapes Coming Soon! .....	11
Destination Xtras Coming Soon! .....	12
How Do I Exchange? .....	12
Guest Stays .....	12
Check-in Procedures and Reservation Rules .....	12
Reservation Cancellation .....	12
DEX Protection Plan .....	13
Destination Xchange Membership .....	13
Resorts Available .....	14
Explanation of Fees .....	14
Managing Your Points and Tier Credits .....	14
<b>Fees-at-a-Glance Destination Xchange</b> .....	<b>15</b>
<b>Frequently Asked Questions</b> .....	<b>16</b>



## 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 the 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 have grown accustomed to.

#### Member Services

Available Monday–Friday, 8 a.m. to 7 p.m. GMT  
Saturdays, 9 a.m.–5 p.m., Closed Sundays and major holidays

#### Platinum Member Services

Available 24 hours a day, 7 days a week, 365 days a year

#### International Reservations

Monday through Friday 9 a.m. to 5 p.m. (per country's time zone)

#### How to Reach Us

**Phone:** Destination Xchange: **0345-359-0005**  
Platinum Member Services: **0800-358-7528**

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

**Online:** [hiltongrandvacations.com](http://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  
Good Friday  
Easter Monday  
Early May Bank Holiday

Spring Bank Holiday  
Summer Bank Holiday  
Christmas Eve  
Christmas 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 holiday experience — without the need for an outside exchange company.

As a Member of The Club, you will receive a membership to Destination Xchange. You will have the same loyalty level in Destination Xchange as your loyalty tier in The Club\*. This allows you to exchange and book resorts up to 24 months in advance outside The Club's 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 ticking off more destinations from your bucket list with Destination Xchange.

\*Any Member who owns resale Points only 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 the 5-Year Advantage Xchange, Destination Xchange opens up a world of travel.

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

You can deposit Points into Destination Xchange. Points deposited are valid for exchanges up to five years from the date of deposit and can be used to make reservations up to 24 months in advance at resorts outside The Club's portfolio.

### **Instant Xchange**

Use your Points to instantly confirm reservations up to 24 months in advance at resorts outside The Club's portfolio.

### **Travel Flexibility**

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

### **Short Xchange (Coming Soon)**

Short stay vacations (two to six nights long) booked with Points within 30 days of travel.

### **Express Xcapes (Coming Soon)**

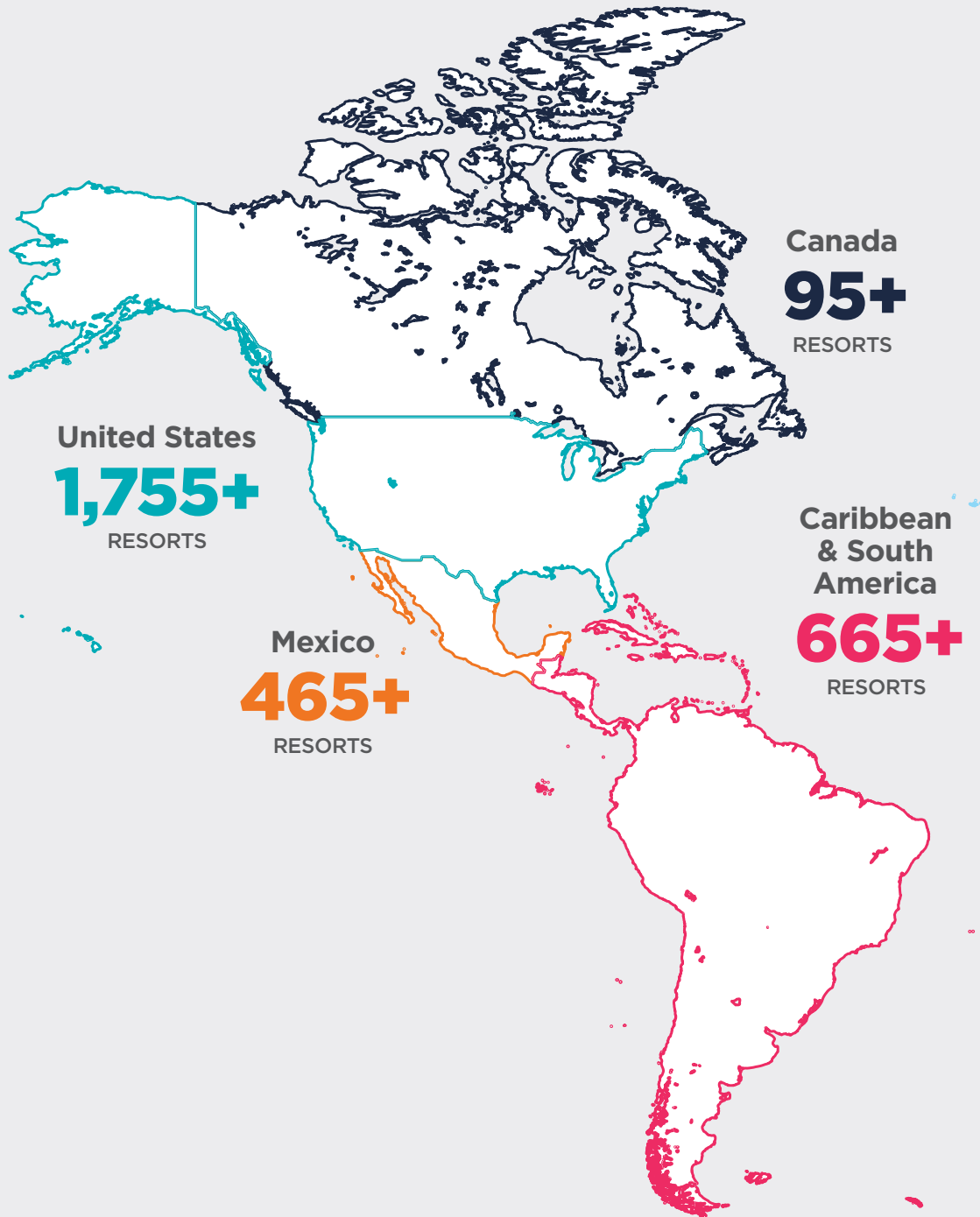
Last-minute, seven-night vacations booked with Points within 30 days of travel for up to 50% off Point values.

### **Destination Xtras (Coming Soon)**

Enjoy vacations at highly discounted cash rates (no Points required) starting at £227/€267 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 through either the 5-Year Advantage Xchange or Instant Xchange.

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

You can choose to deposit your Points into Destination Xchange using the 5-Year Advantage Xchange. Deposited Points are converted into a Tier Credit as indicated on the Points and Tier Chart on page 11. This allows you to use the Tier Credit to book a reservation 24 months in advance within the same 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. Tier Upgrade Fees are detailed on page 15.

### **Instant Xchange**

The Instant Xchange allows you to utilize your Points to 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 Points and Tier Chart on page 11 for the Points values of a 7-night stay in each season and size of accommodation.

Payment of the Standard Exchange Fee is applicable for all reservations made. Tier Upgrade Fees are payable when a reservation using the 5-Year Advantage Xchange Tier Credit is booked into a higher Tier than the Tier Credit. Points will be deducted from your current year's Points allocation up through 31 October; 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 a higher Tier Credit for the 5-Year Advantage Exchange. 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 the 5-Year Advantage Xchange 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
<b>Studio</b>	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
<b>1-Bedroom</b>	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
<b>2-Bedroom</b>	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
<b>3-Bedroom</b>	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
<b>4-Bedroom</b>	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, 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 x 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. The Points values for Short Xchanges are detailed in the Short Xchange Points Table

on this page. A Short Xchange Fee is payable for each exchange reservation. 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 becomes available. These reservations are limited and offered on a first-come, first-served basis and subject to availability when it becomes available to book. A DEX Protection Plan cannot be purchased for Short Xchanges. Tier Credits cannot be used. If you cancel a Short Xchange, you forfeit all Points used.

### Short Xchange Points Table

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

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 in an accommodation at 50% off the Points value within 30 days of arrival and as close as 72 hours prior to check-in as detailed in the Points and Tier Chart.

This Destination Xchange benefit is not currently available. Additional details will be provided when it becomes available to book. 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 Express Xcapes. Tier Credits cannot be used. If you cancel an Express Xcapes, you forfeit all Points used.

## Destination Xtras Coming Soon!

### Enjoy 7-Night Stays Starting at £227/€267

Destination Xtras are highly discounted bookings 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.

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 level (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 Destination Xtras.

## How Do I Exchange?

To book a Destination Xchange getaway, 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 an accommodation 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/€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 Holidays

As a Member, you understand the importance of taking a break from your daily routine, from short weekend getaways to extended holidays. 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 service animals.

### No Arrival

If you fail to check-in, you will be considered a no-show and your reservation will be cancelled 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

### 5-Year Advantage Xchange Cancellation Policy

You can cancel a 5-Year Advantage 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 the Tier Credit

used for the 5-Year Advantage Xchange and the Standard Exchange Fee and all applicable Tier Upgrade Fees paid.

### Instant Xchange Cancellation Policy

You can cancel an Instant Xchange 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 the Points used for the Instant Xchange, the Standard Exchange Fee and any other fees paid. The purchase of a DEX Protection Plan at the time of booking is advisable in order to safeguard your Points and avoid losing them.

### 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, applicable Exchange Fees and any other 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 Points and Tier Credits with the DEX Protection Plan.

### Instant Xchange

The purchase of a DEX Protection Plan for an Instant Xchange reservation will ensure that you will receive a Tier Credit equivalent to the value of the Points used to make the reservation for cancellations made up to 31 days prior to the arrival date of the reservation. The Standard Exchange Fee and any other fees paid will not be refunded.

If the reservation is cancelled within 30 days of the arrival date, the Points, the Standard Exchange Fee and any other fees paid will be forfeited.

Any reservation then made using the Tier Credit must be made within five (5) years of the date of the original Instant Xchange and will require the payment of the Standard Exchange Fee and any other applicable fees.

### DEX Protection Plan for an Instant Xchange

CANCELLATION LEAD TIME	POINTS REFUNDED	STANDARD EXCHANGE FEE REFUNDED
Within 24 hours of confirmation	Yes	Yes
31+ days prior to arrival	Tier Credit to the value of the Points used will be credited to your DEX account.	No
0-30 days prior to arrival	No	No

### 5-Year Advantage Xchange

The purchase of a DEX Protection Plan for a reservation made using a Tier Credit from a 5-Year Advantage

Xchange will ensure that a Tier Credit is reinstated for cancellations made up to 31 days prior to the arrival date of the reservation. If the reservation was made into an accommodation in the same Tier as the Tier Credit redeemed then for cancellations made up to 31 days prior to the arrival date of the reservation a Tier Credit for the same Tier will be reinstated. The Standard Exchange Fee will not be refunded.

If the reservation was made into an accommodation in a higher Tier than the Tier Credit redeemed through the payment of the Standard Exchange Fee and Tier Upgrade Fee(s) then for cancellations made up to 31 days prior to the arrival date of the reservation a Tier Credit equivalent to the Tier of the reservation will be reinstated. The Standard Exchange Fee and Tier Upgrade Fee(s) will not be refunded.

If the reservation is cancelled within 30 days of the arrival date, the Tier Credit, Standard Exchange Fee, any Tier Upgrade Fees and any other fees paid will be forfeited.

Any reservation made using a reinstated Tier Credit must be made within five (5) years of the date of the original deposit of Points for the Tier Credit and will require the payment of the Standard Exchange Fee and any applicable Tier Upgrade Fees.

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

### DEX Protection Plan for a 5-Year Advantage Xchange

CANCELLATION LEAD TIME	TIER CREDIT REINSTATED	STANDARD EXCHANGE FEE REFUNDED	TIER UPGRADE FEES
Within 24 hours of confirmation	Yes	Yes	Refunded
31+ days prior to arrival	Tier Credit equivalent to the Tier of the Exchange Reservation will be reinstated	No	Forfeited
0-30 days prior to arrival	No	No	Forfeited

## 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 in The Club 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 tier in The Club.

### **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). Each resort is subject to removal from Destination Xchange and new resorts may be added at any time.

### **Availability of The Club's Portfolio of Resorts**

At six months prior to arrival, you will have limited access to accommodations at The Club and Embarc's portfolio of resorts available in Destination Xchange for 7-night stays through an Instant Xchange or 5-Year Advantage Xchange.

Exchange reservations into any Embarc or The Club portfolio resorts are subject to availability.

### **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 exchanges are arranged through an affiliation between Destination Xchange and RCI.

### **Explanation of Fees**

You can refer to the Fees-at-a-Glance table 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 an Instant Xchange, 5-Year Advantage Xchange or Express Xcapes requires payment of the Standard Exchange Fee and any applicable Tier Upgrade Fees. An exchange using the Short Xchange requires payment of a Short Xchange Fee.

### **DEX Protection Plan Fee**

If you choose 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 after the 31 October 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 1-30 November.

### **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. A Tier Upgrade Fee is payable for each Tier increase. Tier Upgrade Fees may be paid in Points, cash or a combination of both.

### **Managing Your Points and Tier Credits**

#### **Points for Short Xchanges**

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

#### **Depositing 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 utilised to book an accommodation within 5 years from the date of deposit. Refer to page 11 for more information on making and exchanging 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 maintenance fees. 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.

INSTANT XCHANGE: Borrowed Points cannot be returned once used to make an Instant Xchange reservation.

5-YEAR ADVANTAGE XCHANGE: Borrowed Points cannot be returned, withdrawn or removed once they are deposited and converted into a Tier Credit.

For further information, please see the cancellation policy detailed on page 13.

#### **Using Saved Points**

You can use Points that have previously been saved from the previous year's allocation. Once Points have been saved they will expire in the year in which they were saved unless they are used.

INSTANT XCHANGE: Saved Points cannot be returned once used to make an Instant Xchange reservation.

5-YEAR ADVANTAGE XCHANGE: Saved Points cannot be returned, withdrawn or removed once they are deposited and converted into a Tier Credit.

For further information, please see the cancellation policy detailed on page 13.

## Destination Xchange

Loyalty Levels	Standard	Silver	Gold	Platinum
Standard Exchange Fee (Phone) <sup>1</sup>	£155/€175	£145/€165	£135/€155	£125/€145
Standard Exchange Fee (Online) <sup>1</sup>	£145/€165	£135/€155	£125/€145	£115/€135
Short Xchange Fee				
2 Nights	£108/€125	£98/€115	£88/€105	£78/€95
3-4 Nights	£115/€133	£105/€123	£95/€113	£85/€103
5-6 Nights	£123/€140	£113/€130	£103/€120	£93/€110
Destination Xtras (starting at £227/€267/week)	2 stays per year	4 stays per year	6 stays per year	8 stays per year
Guest Certificate Fee	£45/€50	£35/€40	£35/€40	£35/€40
Guest Reservations	Unlimited	Unlimited	Unlimited	Unlimited
DEX Protection Plan Fee <sup>2</sup>	£110/€125	£100/€115	£90/€105	£80/€95
Late Deposit Fee <sup>3</sup>	£245/€285	£245/€285	£245/€285	£245/€285
Tier Upgrade Fees <sup>4</sup>	£290/€335 cash or 3,000 points	£270/€315 cash or 2,750 points	£250/€295 cash or 2,500 points	£230/€265 cash or 2,250 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 31 October. All reservations are limited and offered on a first-come, first-served basis and subject to availability. The terms and conditions as outlined in this Membership Guide apply only to Members who own European Collection Points and/or Fractional Points. All Points values and Tiers for weeks in Destination Xchange, Standard Exchange Fees, Short Xchange Fees, Tier Upgrade Fees and any other chargeable fees detailed above are subject to change at any time at Destination Xchange Operating Company's sole discretion. A Standard Exchange Fee or Short Xchange Fee and any applicable Tier Upgrade 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 Instant Xchanges, 5-Year Advantage Xchanges and Express Xcapes reservations.
2. The DEX Protection Plan is not available for Express Xcapes, Short Xchange or Destination Xtras reservations.
3. Late Deposit Fees apply to deposits made between 1-30 November.
4. The Tier Upgrade Fee is payable for each Tier 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 utilise 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 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 with the 5-Year Advantage.

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

Instant Xchange allows reservations to be booked instantaneously up to 24 months in advance. You can reserve an accommodation for the Points value detailed in the Points and Tier Chart on payment of the Standard Exchange Fee. 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 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 into an accommodation in that Tier or lower Tier within 5 years from the date of deposit. Or you can make an exchange into an accommodation in a higher Tier than your Tier Credit by paying a Tier Upgrade Fee per Tier increase in addition to the Standard Exchange 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 in High Season in all sizes of accommodation. Remember, you can always upgrade your Tier Credit and make an exchange reservation into a higher Tier by payment of the Tier Upgrade Fees. However, if you choose to make an exchange reservation into a lower Tier than your 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 make an exchange into an accommodation in a higher Tier than your Tier Credit by paying a Tier Upgrade Fee per Tier increase in addition to the Standard Exchange Fee.

Example: You have a Tier 2 Credit and choose to make an exchange reservation in a two-bedroom accommodation in Tier 4 so you redeem your Tier 2 Credit and pay the Standard Exchange Fee and 2 x Tier Upgrade Fee (as the Tier increase is 2 Tiers).

## 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 for resorts outside The Club's portfolio. Resorts directly available through The Club may be made available to Destination Xchange but restricted to being booked within six months of the arrival date and being limited availability.

## 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 31 October. 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.

## When will I pay the Exchange Fee?

When you confirm your selected resort, you will pay the Exchange Fee (comprising the Standard Exchange Fee or Short Xchange Fee) and any applicable Tier Upgrade Fees, either on the phone with an agent or online. Don't forget — all exchanges made online receive a £10/€10 saving off the Standard Exchange Fee. The £10/€10 savings does not apply to the Short Xchange Exchange Fee. Exchange Fees and any applicable Tier Upgrade 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 maintenance fees. 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.

Borrowed Points cannot be returned once used to make an Instant Xchange reservation. For a 5-Year Advantage Xchange, borrowed Points cannot be returned, withdrawn or removed once they are deposited and converted into a Tier Credit. For further information, please see the cancellation policy detailed on page 13.

### **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. 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 once used to make an Instant Xchange reservation. For a 5-Year Advantage Xchange, saved Points cannot be returned, withdrawn or removed once they are deposited and converted into a Tier Credit. For further information, please see the cancellation policy detailed on page 13.

### **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, the Standard Exchange Fee and Tier Upgrade 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 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 and other 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 for an Instant Xchange reservation will ensure that you will receive a Tier Credit equivalent to the value of the Points used to make the reservation for cancellations made up to 31 days prior to the arrival date of the reservation. The Standard Exchange Fee and any other fees paid will not be refunded.

If the reservation is cancelled within 30 days of the arrival date, the Points, the Standard Exchange Fee and any other fees paid will be forfeited.

Any reservation then made using the Tier Credit must be made within five (5) years of the date of the original Instant Xchange and will require the payment of the Standard Exchange Fee and any other applicable fees.

The purchase of a DEX Protection Plan for a reservation made using a Tier Credit from a 5-Year Advantage Xchange will ensure that a Tier Credit is reinstated for cancellations made up to 31 days prior to the arrival date of the reservation. If the reservation was made into an accommodation in the same Tier as the Tier Credit redeemed then for cancellations made up to 31 days prior to the arrival date of the reservation a Tier Credit for the same Tier will be reinstated. The Standard Exchange Fee will not be refunded.

If the reservation was made into an accommodation in a higher Tier than the Tier Credit redeemed through the payment of the Standard Exchange Fee and Tier Upgrade Fee(s), then for cancellations made up to 31 days prior to the arrival date of the reservation a Tier Credit equivalent to the Tier of the reservation will be reinstated. The Standard Exchange Fee and Tier Upgrade Fee(s) will not be refunded.

If the reservation is cancelled within 30 days of the arrival date, the Tier Credit, Standard Exchange Fee, any Tier Upgrade Fees and any other fees paid will be forfeited.

Any reservation made using a reinstated Tier Credit must be made within five (5) years of the date of the original deposit of Points for the Tier Credit and will require the payment of the Standard Exchange Fee and any applicable Tier Upgrade Fees.

### **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.

