

HGV Max: *Frequently Asked Questions*

What is HGV Max?

HGV Max is a new membership program that gives Members access to more properties in more destinations, special events and discounts across the Hilton portfolio of hotels and resorts.

How do I become an HGV Max Member?

There are different ways to become an HGV Max Member. Log in to member.diamondresorts.com and select the “Contact” mail icon located at the bottom of the left navigation bar. Then select “New Membership Info” from the subject drop-down menu and let us know you’re interested in HGV Max in the message area. Someone from HGV will contact you with details about the program.

If I become an HGV Max Member, does this change any of my existing fees?

Your Club Dues and some transaction fees may change depending on the timeshare interest you currently own. HGV Max Club Dues will be \$281, which is an inclusive fee with additional features and benefits. Please refer to the latest version of *The Club Member Directory*, available at member.diamondresorts.com/MemberInformation.

How is HGV Max different from my membership in The Club?

HGV Max is a new program within The Club that provides Members with Hilton discounts, automatic Hilton Honors status and the ability to use your Points in more places, including over 60 Hilton Grand Vacations properties later in 2022. As an HGV Max Member, you’ll also be able to convert your Club Points to Hilton Honors Points for use at more than 6,800 hotels and resorts across the Hilton family of brands and will receive an annual allotment of complimentary Guest Certificates (based on membership tiers).

Will my Member benefits as part of The Club go away if I don’t join HGV Max?

Your current membership with The Club will continue to exist, and you’ll continue to access the benefits associated with your membership, as noted in The Club documents.

I’m a Diamond Member. Am I automatically an HGV Max Member?

If you purchased a vacation ownership interest in Diamond Resorts after January 14, 2022, you will have the option to opt in to HGV Max. If you made a purchase after April 4, 2022, you will automatically have access to HGV Max. For more questions, log in to member.diamondresorts.com and select the “Contact” mail icon located at the bottom of the left navigation bar. Then select “New Membership Info” from the subject drop-down menu and let us know you’re interested in HGV Max in the message area. Someone from HGV will contact you with details about the program.

I own resale Points with Diamond Resorts. Am I eligible for the HGV Max program?

Resale Points are not eligible for HGV Max program benefits. However, there are other options for you to access the new membership program. Log in to member.diamondresorts.com and select the “Contact” mail icon located at the bottom of the left navigation bar. Then select “New Membership Info” from the subject drop-down menu and let us know you’re interested in HGV Max in the message area. Someone from HGV will contact you with more details about your existing ownership and how you can access HGV Max benefits.

I'm a Member of The Club. If I join HGV Max, will I have access to the Embarc collection?

We are reviewing how to expand HGV Max to include Embarc collection properties. However, at this time, Embarc collection properties are not part of the HGV Max program.

Will HGV Max impact inventory availability for existing Members of The Club?

Your Home Collection and Home Resort Advantage reservation windows remain unchanged. HGV Max reservations may only be made six months or less prior to the check-out date. We always recommend booking as early as possible.

Is there a way to join HGV Max without making an additional timeshare purchase?

We are currently working on additional ways for Members to join HGV Max. Log in to member.diamondresorts.com and select the "Contact" mail icon located at the bottom of the left navigation bar. Then select "New Membership Info" from the subject drop-down menu and let us know you're interested in HGV Max in the message area. Someone from HGV will contact you with details about the program.

I'm an HGV Max Member. Why don't I see any HGV resorts on the Diamond Club website?

We're working on adding HGV properties to The Club website over the next couple of months. We will notify Club Members via email and on The Club website once properties are available for booking.

I'm an HGV Max Member. I see an HGV property online, but the website says it's not bookable. When can I book?

We're working on adding HGV properties to The Club website over the next couple of months. We will notify Club Members once properties are available for booking via email and on The Club website.