



## Frequently Asked Questions

### General:

#### **How may I contact Hilton Grand Vacations Travel?**

You may contact HGV Travel by phone or email. If you are unable to reach us, please leave a message and we will return your call or email within 24 hours during normal business hours.

Monday – Saturday, **1PM -9PM** Eastern Time

Toll free # 855-256-3922

Local# 808-846-6360

[Email request-GCtravel@hgvc.com](mailto:Emailrequest-GCtravel@hgvc.com)

#### **What if I have Club questions?**

HGV Travel agents are not Club counselors. If you have questions about how to best use your Points, Club reservations, or your Club account, please contact the Club at 800-932-4482 or 407-722-3144.

#### **What points can I use for travel?**

You may use current year, deposited or borrowed ClubPoints / City Points, Bonus Points, and/or Cash towards airfare. Rescue Points may not be used toward airline tickets.

The conversion is 1000 points = \$100 towards your airline fare.

#### **What points can I use if I am booking future year travel?**

If you are booking future year travel then you may use future year ClubPoints or City Points plus borrowed Points along with available Bonus Points. You may not apply current year ClubPoints / City Points towards future year travel. For example, when booking in 2013 for travel that will occur in 2014 you may use ClubPoints from 2014 and 2015 plus Bonus Points. If you book travel with a departure date of December 30, 2013 then you may use 2013 ClubPoints / City Points and 2014 ClubPoints / City Points plus Bonus Points.

#### **Are there any additional fees?**

Yes, the current ClubPartner Perk transaction fee is applied when you use ClubPoints or City Points plus there is a one-time non-refundable \$24.99 HGV Travel processing fee. All fees will be collected at the time of booking your travel.

#### **What if my Point credit is not enough to cover the cost of my travel?**

You will have the option to pay any additional amount via debit or credit card.

#### **May I pay for my fees with points?**

You may not use points to pay for fees. The current Club Transaction fee and \$24.99 HGV Travel processing fee must be paid with a debit or credit card.

#### **What if I book my tickets and call back later to make a change in the same day?**

With our HGV Travel agent, we have the ability to make changes to your tickets on the day of ticketing with no additional fees. Please note that email, voicemail and fax requests received after business hours are not able to be changed.



## Frequently Asked Questions

### **Airline travel:**

#### **What information do I need to book travel with HGV Travel?**

When calling HGV Travel please have your Member ID or Hilton HHonors # available. Only the member listed on the Club account may apply any points from the member's account towards travel. When paying with a credit or debit card, the card must be in the member's name.

#### **May I book travel for non-members?**

As long as the member is booking the travel, you may use a combination of points and debit or credit card to purchase tickets for your friends and family. Please have the full name of each passenger as it appears on the photo ID or passport available at time of booking travel.

#### **What airlines may I book tickets with?**

HGV Travel uses the Sabre ticketing system and most major airlines are on the system. Jet Blue is not on the Sabre system.

#### **How should I give my name?**

You must give us your full name as it appears on your photo ID. You will need a passport for international travel and must give us your full name as it appears on your passport for international travel.

#### **What if two or more travelers have the same first and last name?**

If two or more travelers have the same first and last name you must provide the middle name.

#### **What other information do I need at time of booking travel?**

You will need the birthdate and gender of each passenger when booking travel. Also have your frequent flier numbers available for each passenger. We are unable to look up your frequent flier number. Contact your airline if you do not know your frequent flier number.

#### **Can I change my reservation?**

Airline tickets are non-changeable. If you have an emergency and must cancel the reservation please notify HGV travel within 24 hours prior to the departure date and time. For a change fee per ticket, the fare may be applied to a future flight with a departure date within 1 year of the original date of issue. You may not use points to pay for any airline change fees.

#### **What if I accidentally made my booking on a Purchase site rather than contacting HGV Travel?**

Unfortunately, airline reservation purchases are nonrefundable and considered final transactions. You may use your points towards another airline ticket purchase or through the other options within the Club program.

#### **The price of the flight I planned to confirm increased in price when I went to purchase it.**

Airline prices fluctuate up and down and availability changes frequently. Fares are not guaranteed until purchased.



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### **How far out can I book my travel?**

Most major airlines publish rates 10 months prior to your departure date. Reservations cannot be secured until rates are released from the Airlines.

### **How much advance notice is required to secure airline reservations?**

Reservations cannot be booked within 72 hours of planned departure date. Please keep in mind that airline fares often increase as your departure date approaches. It is recommended that you book your travel dates at least two (2) weeks prior to departure date.

### **How do I book a flight for an infant 2 years of age or under?**

Depending on the airline and the flight, the infant may or may not be held in an adult's lap and there may or may not be a nominal fee. You must contact the airline directly. Airlines consider all children 2 years of age or under infants. For longer flights we recommend that you secure a paid seat for the infant for your comfort since many flights are fully occupied.

### **How do I book a flight for an unaccompanied minor?**

An unaccompanied minor is any child under 17 years of age traveling without an adult. Please contact the airline for policies regarding unaccompanied minors.

### **What if I need special assistance on a flight?**

For special assistance, such as wheelchair, medications, and pets, please contact the airline directly.

### **What if the airline cancels my flight?**

If your flight is cancelled, the situation is to be addressed by the airline and will be handled based on their terms and conditions. All tickets purchased are considered cash-paid purchases for the airlines reference.

### **Do I need my frequent flier number?**

Yes, please have each passenger's frequent flier number available if you would like to add it to the ticket for each passenger. If you do not have a frequent flier number you may contact the airline to create one or add it to the ticket at check in.

### **What is included in the ticket?**

The fare quoted by HGV Travel includes only the ticket price and any taxes and/or fuel surcharges. Most airlines have fees for additional services and upgrades which you may purchase at check in.

### **What if the airline I booked my flight on goes on strike or goes out of business?**

If an airline goes on strike or goes out of business, the situation will be addressed by the airline and will be handled based on their terms and conditions. All tickets are considered cash-paid purchases for the airlines reference. In the event of a flight cancellation and the airline refunds the ticket, HGV Travel will refund your amount paid within 14 days of notice by the airline. Refund of non-expired points will be



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returned to your Club account within 48 hours of refund notification. Expired Points will be refunded at their cash value at the time of purchase. The \$24.99 HGV Travel processing fee is non-refundable.