



HILTON CLUB

NEW YORK

CLUB MEMBERSHIP:
THE HILTON CLUB - NEW YORK
WEBINAR HANDBOOK



INTRODUCTION

Welcome to the The Hilton Club - New York: Member Education Webinar.

Our goal is to drive the highest level of Club Member engagement and help you take charge of your lifetime of travels.

So we've simplified the Club user experience by breaking down its features and benefits into four main categories, making it easier to understand what you can do and where you can go with your Club membership.

At its core, your Club membership is made up of four main pillars:



TRAVEL



EXTEND



PROTECT



SHARE

By assigning each Club offering under one of these pillars, navigating your Club membership is designed to be more intuitive and seamless.

We hope this new roadmap will help you tune in to all the valued features and benefits of your Club membership and get you to all the places you want to go.

Thank you for joining us!



GENERAL INFORMATION: The Hilton Club - New York: Member Education Handbook is based on the 2019 Hilton Grand Vacations Club Rules and is for general information purposes only. Club Rules are subject to change. Please visit club.hiltongrandvacations.com for a copy of current Club Rules.



Audio

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For those dialing in by telephone be sure to have the 'phone call' selected and follow the instructions on the Control Panel. Please note that when using the telephone option normal long distance rates will apply. When using the telephone option it is very important to input your 'Audio PIN: #' number. Without this entered the organizer will not be able to mute and unmute you.

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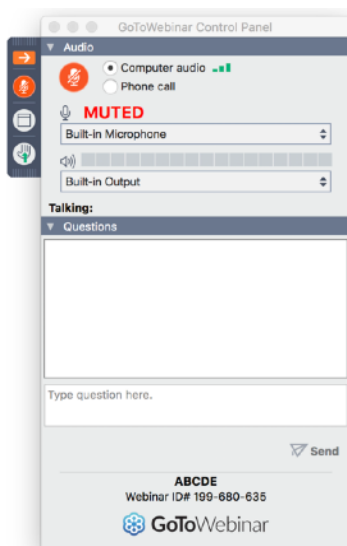
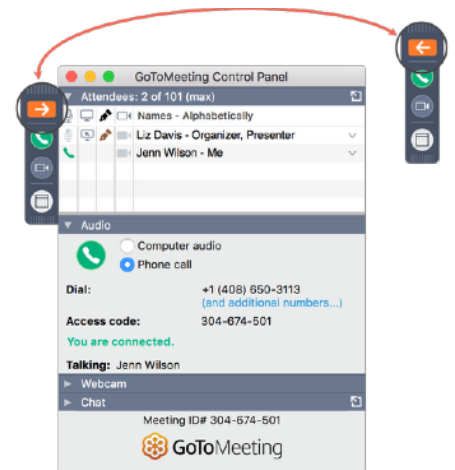
Control Panel

The Control Panel will have appeared on your screen. Use the Control Panel to manage your session.

When the organizer clicks on the 'Play' button you will see the organizers screen. If the organizer stops the webinar at any time you will be sent back to the waiting room

Here are some top tips to get the most out of your webinar experience:

The orange arrow is the grab tab - this allows you to hide or expand the control panel. Any pane from the control panel can be detached and expanded. The grab table also has some shortcuts on it that make attending the webinar easier.



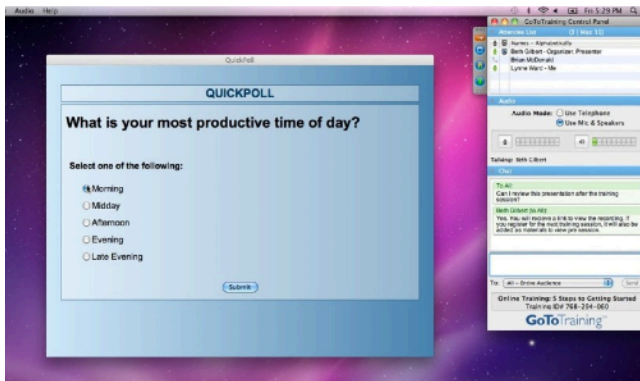
During the Webinar you will be able to use the 'Question' function. You can use this feature to either ask specific questions to our Hilton Club - New York Experts, or it can be used to share your comments when we ask for your participation during discussions. Any comments or questions that are shared will only be seen by the Hilton Club - New York Experts delivering the webinar - other Club Members cannot see them.

USING GOTO WEBINAR

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The Globe icon allows you to change the language of your GoToWebinar control panel.

Computer and phone lines have been muted to avoid any unnecessary background noise.



When we launch a Poll, the question will appear on your screen - simply select answer and click submit.

Technical Difficulties

If you have any technical difficulties during the webinar, visit: <https://support.logmeininc.com/gotowebinar>

Or call 24/7:

United States
Toll-free: 877-582-7011
Long Distance: 1-805-617-7370

WEBINAR OBJECTIVES

The objectives of the Club Membership: The Hilton Club - New York Webinar are for Club Members to understand:

- The Member Dashboard
- What Members own
- The Hilton Club - New York Benefits
- Club Currency
- How to make reservations
- Point stretching
- RCI
- ClubPartner Perks
- Homeowners Association (HOA)
- Elite Membership

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- What You Can Do with Your Ownership
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- Making a reservation at a HGVC resort
- Cancellation Policy
- Hilton Honors Membership
- Resort Vacation Exchange
- RCI Protection and Cancellation Policy
- ClubPartner Perks

EXTEND

- Point Stretching

PROTECT

- Cancellation Protection
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SHARE

- Guest Certificates
- Referral Program

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- Homeowners Association (HOA)
- Elite
- Elevated Rewards
- Service Channels
- Club Member Website
- Club Member Mobile App
- Glossary

THE BASICS



THE BASICS | HOW THE PROGRAM WORKS

The Hilton Club New York is a points-based reservation system.

- You receive an allotment of Points based on your ownership at The Hilton Club - New York
- Your allotment of Points is added to your account each calendar year
- The flexibility of the Club program enables you to access your Points well in advance of each calendar year, and provides you with options to stretch Points beyond their original expiration date
- You get the most out of vacation planning when you arrange your travels or stretch your Points prior to their expiration at the end of the year
- You maximize your benefits by planning ahead and vacationing every year

THE BASICS | WHAT YOU CAN DO WITH YOUR OWNERSHIP

- Feel at home with one of the most beloved and trusted hospitality brands in the world
- Reap the benefits of vacation ownership interest without the responsibilities of traditional home ownership
- Enjoy prepaid vacations for the life of your Ownership
- Gift or will your vacation ownership to future generations
- Vacation around the world in unforgettable destinations, including:

Barbados	Mexico
California	Nevada
Colorado	New York
Florida	Portugal
Hawaii	Scotland
Illinois	South Carolina
Italy	Utah
Japan	Washington, D.C.

- Stay at more than more than 5,500 properties with over 894,000 rooms in 109 countries and territories
- Gain exclusive access to thousands of RCI-affiliated resorts in more than 100 countries
- Relax in spacious accommodations which range from studios with kitchenettes to multi-bedroom suites appointed with fully equipped kitchens, all complimented by exceptional resort experiences and services
- Earn elevated status in the Hilton Honors guest loyalty program
- Plan an endless combination of vacation adventures to suit your travel preferences
- Travel when it's best for you with a variety of locations, unit sizes, and travel dates to choose from all year long

THE BASICS | UNDERSTANDING CLUB CURRENCY

There are three types of Club currency that can be used to enhance your vacation experiences:

POINTS

What they're: Basic Club currency which is referred to as Points. The number of points assigned to a Member is a fixed amount determined at the time the Member acquires ownership interest

How they're accrued: Allotments of yearly Points are determined by your ownership (season and accommodation type you own)

Lifespan: Awarded January 1 and expire December 31 of each calendar year

Uses: Points can be redeemed for:

- Reservations at The Hilton Club - New York
- Reservations at HGV and affiliated resorts
- Exchange reservations through RCI
- ClubPartner Perks
- Or converted to Hilton Honors points

BONUS POINTS

What they're: Additional or "bonus" Club currency

How they're accrued: Sometimes awarded with your purchase of a vacation ownership interest, or through Club affiliated programs and ClubPartner relationships

Lifespan: Valid for a maximum of two years

Uses: Bonus Points can be redeemed for:

- Reservations at Club resorts during Home Resort and Club reservation windows
- ClubPartner Perks
- Reservations at participating hotels and resorts in the Hilton portfolio of brands
- RCI exchange vacations
- Specialty merchandise and gift certificates
- Hilton Honors points conversion
- Annual maintenance fees

HILTON HONORS POINTS

What they are: Hilton Honors program currency

How they're accrued: Earned with each hotel stay within the Hilton portfolio of brands, at participating restaurants, and by using the Hilton Honors credit card

Lifespan: Hilton Honors points don't expire, as long as you remain active within the Hilton Honors program

Uses: Hilton Honors Points can be redeemed for:

- Reservations at hotels and resorts within Hilton's 16 distinct brands
- Redemption Experiences, including concerts and excursions
- On-property rewards, including spas, golf, etc.
- Transportation, including air miles, car rentals and cruises
- Shopping, dining, and more

TRAVEL





RESERVATION OPTIONS

There are several reservation-planning windows offering unique advantages to help you plan your trip effectively.

Home Club

Home Club reservations afford Members an exclusive priority advantage to make reservations in any suite type available in The Hilton Club - New York during a period of time referred to as the Home Club Window which occurs 365 days to 186 days in advance of check-in for a minimum of two (2) consecutive nights in the same suite.

Club Reservations

Club reservations may be made in any suite type available in The Hilton Club – New York during a period of time referred to as the “Club Reservation Window” which occurs six (6) months to one (1) day in advance of check-in, and may require a minimum night stay.

Open Season

Open Season Reservations may be made in any suite type available in The Hilton Club - New York during a period of time referred to as Open Season Reservation Window which occurs thirty (30) days prior to check-out to one (1) day prior to check- in. A minimum 1 night stay may be required utilizing a special Member cash rate.

Open Season rentals are for Members and their immediate family only. Standard cancellation policy applies.



RESERVATIONS OPTIONS

There are several reservation-planning windows offering unique advantages to help you plan your trip effectively.

Club Reservations

When you want to explore vacations throughout the Club network of affiliated resorts:

- The Club Reservation window enables you to plan as far out as 276 days from your desired check-out date
- Enjoy reservations in any unit type and season for a minimum of three nights when you confirm a reservation during this window
- For urban getaways, the Club Reservation window begins at 44 days from check-out. Plan ahead to optimize your chance of securing your reservation preference

Open Season Rental Reservations

When you want to take a spontaneous trip or enjoy extra vacations:

- Open Season Rental Reservations allow you to optimize your membership benefits when you've used all your Points
- The Open Season Rental Reservations window typically begins 30 days prior to check-out
- Rates vary by location and are for Club Members only



THE HILTON CLUB - NEW YORK RESERVATION CANCELLATION POLICY

The following Cancellation Policy applies when canceling a Hilton Club - New York Reservation:

CANCELLATION	30 TO 16 DAYS	15 DAYS OR LESS
Home Club Priority Reservations	Forfeiture of 50% of used Points	Forfeiture of 100% of used Points
Club Systems Reservations	Forfeiture of 50% of used Points	Forfeiture of 100% of used Points
Open Season	Forfeiture of 50% of the rental rate paid	Forfeiture of 100% of the rental rate paid

HILTON GRAND VACATIONS CLUB RESERVATION CANCELLATION POLICY

The following Cancellation Policy applies when canceling a Hilton Grand Vacations Club Reservation:

CANCELLATION	31 DAYS OR MORE	30 TO 16 DAYS	15 DAYS OR LESS
Club Reservations	Forfeiture of reservation fee	Forfeiture of reservation fee and 50% of used Points	Forfeiture of reservation fee and 100% of used Points
Open Season Reservations	N/A	Forfeiture of 50% of the rental rate paid	Forfeiture of 100% of the rental rate paid



THE BENEFITS OF HILTON HONORS

Perks

- Access to more than 5,500 resorts and hotels in the Hilton portfolio of brands located around the world
- Featured travel opportunities and exclusive amenities including:
 - ▶ Travel packages
 - ▶ Discounted rates at hotels and resorts in the Hilton portfolio of brands
 - ▶ Car rentals
 - ▶ Amazon Shop with Points
 - ▶ Bank your Diamond status
 - ▶ Points and Money
 - ▶ Pooling Points
 - ▶ Airline miles exchanges
 - ▶ Experience Rewards
 - ▶ Specialty gift items

Value

You can earn Hilton Honors points:

- By converting Points or Bonus Points
- With qualifying stays at participating hotels and resorts in the Hilton portfolio of brands
- By participating in points programs
- By making purchases with Hilton credit cards from leading credit card companies

Frequent travelers can also earn elevated Elite-tier status in the award-winning Hilton Honors guest loyalty program.

For more information on the Hilton Honors program, please visit [hiltonhonors.com](https://www.hiltonhonors.com)



CONFIRMING HILTON BRAND RESERVATIONS

Using Points or Bonus Points

- Contact Club by phone to convert your Points to Hilton Honors Points for Immediate Hilton Honors Reservations
- The Hilton Club - New York Points will be converted to Hilton Honors Points at a rate of 1:25 for use when booking hotel reservations
- Visit hiltonhonors.com to explore options to use your Hilton Honors Points for hotel reservations and other experiences

Using Hilton Honors Points

- Visit hiltonhonors.com or call Hilton Honors Reservations to book reservations with Hilton Honors Points
- Use the Hilton Honors mobile app to book, check in, and choose your hotel room

Cancellations

- Transactions are final once Points or Bonus Points are converted to Hilton Honors Points; Hilton Honors Points can't be converted back into Points or Bonus Points

Hilton Honors Conversion Rates

RESORT	IMMEDIATE HILTON HONORS RESERVATIONS		FUTURE YEAR	
	NO. OF POINTS NEEDED FOR CONVERSION	RATIO OF POINTS TO HILTON HONORS POINTS*	NO. OF POINTS NEEDED FOR CONVERSION	RATIO OF POINTS TO HILTON HONORS POINTS*
General Hilton Grand Vacations Club Resorts	Any number	1:20	Full allotment	1:25
The Grand Islander by Hilton Grand Vacations Club - Penthouse		1:20		1:50
Grand Waikikian by Hilton Grand Vacations Club - Penthouse		1:20		1:50
West 57th Street by Hilton Club		1:20		1:50
The District by Hilton Club		1:20		1:50
The Residences by Hilton Club		1:20		1:50
The Hilton Club - New York		1:25	Any number	1:50



EXCHANGING WITH RCI

	Current-Year Points	Borrowed or Saved Points	Bonus Points	Hilton Honors Points
RCI Reservations	✓	✓	✓	✗

Pursue new vacation horizons each year through our affiliation with RCI, where you have exchange privileges at thousands of RCI resorts in more than 100 countries.

Your Club Membership enables you to request reservations for nightly and weekly stays at participating RCI resorts:

Weekly Exchange

- 7-night stays
- Ongoing search request offered

Nightly Exchange

- Can be booked 10 months from your check-in date

UNIT SIZE	POINTS REQUIRED PER NIGHT	POINTS REQUIRED FOR A 7-NIGHT STAY
Studio	120 to 480	1,200 to 2,400
1-Bedroom	170 to 680	1,700 to 3,400
2-Bedroom	240 to 960	2,400 to 4,800
3-Bedroom	290 to 1,170	2,900 to 5,800

Visit club.hiltongrandvacations.com and click Club Membership > Resort Vacation Exchange to book an RCI resort stay online.



RCI Protection for Hilton Grand Vacations

- RCI offers Points Protection for all of your reservations confirmed with Points or RCI Deposited Points
- When you book a reservation, regardless of the number of nights, you will be given the option to purchase Points Protection for a fee of \$59. Points Protection allows all of your points to be returned to you in the event you need to cancel your reservation, even if it is the day of check-in
- Unlike Club Season Reservations through HGV, your RCI reservations are not changeable. If at any time you want to modify or change your reservation in RCI, you will have to cancel it, which means your exchange fee and points are forfeited
- If you purchased Points Protection, the points will be fully returned to your account

RCI Cancellation Policy

- When you book with RCI, you have until the close of business the day after you confirm the reservation to cancel or change the reservation and get your exchange fee and points back
- After the grace period ends, if you need to cancel or change your reservation, you will automatically forfeit the exchange fee
- If you purchased protection at the time of booking, or if you purchase protection right before canceling, you will retain all of your Points
- The fee paid to purchase protection is always forfeit, even if you cancel the reservation while it is in the grace period
- If you choose not to purchase Points Protection and your cancellation occurs within 30 days of the check-in date, you will forfeit up to 100% of the Points used. The point loss for an RCI reservation is the same as the HGV Club Season reservation cancel policy



	Current-Year Points	Borrowed or Saved Points	Bonus Points	Hilton Honors Points
Partner Perk Reservations	✓	✓	✓	✗

ClubPartner Perks are among the most innovative advantages of Club membership, providing you with the opportunity to enjoy unique vacation experiences, including cruises; RV, motorcycle, and houseboat rentals; yacht charters; airline reservations; and first-class adventure tours.

How to book ClubPartner Perks

- Visit club.hiltongrandvacations.com and click Club Membership > Club Member Exclusives > ClubPartner Perks for a full list of ClubPartner Perks
- Review the website frequently for details on the latest vacation enhancements
- Select your preferred style of travel, destination and vacation dates (allow for a 30-day advance booking requirement)
- Decide if you prefer to use Points, pay with cash, or both (a ClubPartner Transaction Fee may apply)
- Determine the size of accommodations needed for the number of people traveling
- Call a Club Counselor to discuss your vacation goals and order your travel certificates, soon available online (call-backs may be required)
- Obtain required documentation (valid through the dates of your vacation and for six months thereafter) well in advance of international travel



ClubPartner Perks Highlights

Check off your travel bucket list by using your ClubPoints, Bonus Points, saved and borrowed points to add these novel adventures to your itinerary.

Adventure Travel | Whatever adventure travels you crave, we have plenty to satisfy your desire for action amidst extraordinary natural wonders from the Arctic to the Amazon.

Cruises | When you yearn to spend some time on the high seas, take off on a cruise vacation.

Guided Journeys | Explore the essence of each destination through first-hand experience and exclusive access to the area's history, culture and cuisine with guided tours and excursions.

Houseboat and Yacht Charters | Captain a deluxe houseboat appointed with all the amenities of home, or pamper yourself with a private yacht experience tailored to casual travelers and experienced boaters alike.

RV and Motorcycle Expeditions | If your idea of a life-changing trip is the freedom of the open road, indulge your desire aboard a well-appointed RV or on a premium motorcycle.

Urban Attractions | Trade Discover the iconic attractions of a dozen cities across the United States with Smart Destinations Go City Cards and Explorer Passes.

Visit club.hiltongrandvacations.com
and click Club Membership > Club Member Exclusives >
ClubPartner Perks for a full list of possibilities.

EXTEND





WHAT YOU CAN DO WITH YOUR POINTS

Optimize your points in several ways:

Save*

- Save any or all of your current-year Points
- The Hilton Club – New York Members: Use saved Points for Home Club reservations and Club reservations at or through the Hilton Grand Vacations Club exchange program
- ClubPartner Perks or RCI exchange

Save Expired Points*

- Members who missed the December 31 deadline to Save last year's Points have the added flexibility to Save Expired Points through January 31
- This enhancement is a safeguard for Members who were unable to save by the December 31 deadline
- Members can elect to save into The Hilton Club - New York or Deposit into RCI
- The cost to Save Expired Points is \$299
- There is no discount for Elite Members

RCI Deposit*

- Turn any or all of your current-year Points into RCI weekly and nightly exchange reservations
- Use any remaining "saved" Points for RCI weekly and nightly exchange reservations
- You can deposit current-year Points or Saved Points into RCI at any time. The points will be valid for two additional years
- If you are unable to use deposited points before the end of the second year, you will have the option to extend them into a third year. For RCI Deposited Points, there is a fee

Convert*

Conversion for Immediate Hilton Honors Reservations

- The Hilton Club - New York Members: Convert any allotment of your current year's and next year's Points into Hilton Honors points on or before December 31 of the current year
- Conversion rate for Members is 1 Point = 25 Hilton Honors Points for current year Points



Conversion for Use in the Following Year

- Convert any or all of next year’s Points into Hilton Honors Points by December 31 of the current year
- Converted at a 1:50 conversion rate when deposited into your Hilton Honors account for use from January of next year, for example: 5,000 Points - 250,000 Hilton Honors points

* Fees may apply

RESORT	IMMEDIATE HILTON HONORS RESERVATIONS		FUTURE YEAR	
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West 57th Street by Hilton Club		1:20		1:50
The District by Hilton Club		1:20		1:50
The Residences by Hilton Club		1:20		1:50
The Hilton Club - New York		1:25	Any number	1:50

Borrow

- Use any number of next year’s Points in the current year
- Apply them toward Club reservations at The Hilton Club-New York and HGV Club. (Borrowed Points may not be used to make a Home Club Reservation)
- Can also be used for Hilton Honors conversions for immediate use, ClubPartner Perks, and RCI Exchange reservations

PROTECT





- At the time of reservation, cancellation protection is offered for Home Club reservations for a fee
- Cancellation protection, if offered, allows a Member to cancel a reservation using Points within thirty-one (31) days of scheduled arrival with no loss of Points
- Any transaction fees remain subject to applicable cancellation policies
- Cancellation protection is offered for RCI Exchange Reservations
- When you book a reservation, regardless of the number of nights, you will be given the option to purchase Points Protection for a fee. Points Protection allows all of your points to be returned to you in the event you need to cancel your reservation, even if it is the day of check-in
- When you book with RCI, you have until the close of business the day after you confirm the reservation to cancel or change the reservation and get your exchange fee and points back. After the grace period ends, if you need to cancel or change your reservation, you will automatically forfeit the exchange fee
- If you purchased protection at the time of booking, you will retain all of your Points
- Cancellation protection is not available for reservations using Bonus Points or for any ClubPartner Perk reservation or transaction
- Up to thirty-one (31) days prior to scheduled arrival, Hilton Grand Vacations Club Members who own a fixed or event week may add cancellation protection to their automatic reservation for a fee by calling the Club
- Cancellation for any accommodations or benefits other than Affiliated Resorts, including RCI Exchange confirmations, ClubPartner Perk reservations, and reservations at Hilton portfolio of brands hotels, are subject to the separate cancellation policies of such providers



- Members can save themselves from the worry of remembering to Save Points before the end of the year by opting into Auto-Save Points
- Auto-Save Points ensures that any remaining Points are Saved automatically and roll over into Q1 of the following year

2019 Transaction Fees:

Auto-Save	Cost
Auto-Save Points (Q1 only) - Phone	\$88
Auto-Save Points (Q1 only) - Online	\$78
Elite: Auto-Save Points (Q1 only) - Online	\$78
Elite Plus: Auto-Save Points (Q1 only) - Online	\$58
Elite Premier: Auto-Save Points (Q1 only) - Online/Phone	\$0

SHARE





- Guests not accompanied by a Member during a stay must obtain a Guest Confirmation prior to check-in
- Only Members may obtain Guest Confirmations via club.hiltongrandvacations.com or by contacting the Club and providing the guest name at least 24 hours prior to guest check-in
- Guests will be required to present valid government issued photo identification and a major credit card upon check-in
- Guest Confirmation fees for when using HGVC are provided in the Club Fee Schedule (included in Dues for The Hilton Club - New York)
- No changes permitted to a Guest Confirmation once issued
- If a new Guest Confirmation is required, an additional fee may apply
- Guest Confirmation fees are non-refundable. Members deemed to be violating the prohibition on using the Club for commercial purposes may have Guest Confirmation requests denied or limited



- From time to time, Hilton Grand Vacations and/or its affiliated entities may offer Members in good standing the opportunity to participate in a referral reward program
- Any such program is limited to Members who have purchased a vacation ownership interest from Hilton Resorts Corporation or an affiliate

Full terms and conditions of any such program are available within the Member Rewards section at club.hiltongrandvacations.com.

OTHER



OTHER | HOMEOWNERS ASSOCIATION (HOA)

As a Hilton Grand Vacations Club Member or Owner, you're a part of a Homeowners Association (HOA) that maintains the quality and upkeep of our resorts.

UNDERSTANDING YOUR MAINTENANCE FEES

Operating Fee

Funds the day-to-day operating expenses of your property including costs related to:

- Building repair and maintenance
- Administration and management
- Utilities
- Security
- Housekeeping
- Recreational amenities
- Landscape maintenance

Reserve Fee

Funds capital reserves that need to be available for future replacement and refurbishment of your property, including:

- Furniture
- Painting
- Roofing

Club Dues

Annual dues for membership in the Hilton Grand Vacations Club or The Hilton Club - New York exchange program

Inventory Activation

A one-time fee per ownership interest

Real Estate Taxes

Taxes on property, determined by the county in which the property is located

OTHER | HOMEOWNERS ASSOCIATION (HOA)

ARDA

A voluntary contribution that supports the efforts of the American Resort Development Association (ARDA), the vacation ownership industry's trade association focused on promoting vacation ownership legislation

YOUR MAINTENANCE FEES AT WORK

Your maintenance fees are used carefully and considerately to enhance the vacation ownership experience. These fees specifically fund:

- Beautification and upkeep of our properties
- Insurance payments
- Support of management companies
- Utilities
- Refurbishment
- Taxes

The Breakdown

- Resort operations costs are allocated among all Owners per resort by way of an annual maintenance fee
- Most resorts require these fees on an annual basis, but some may require them monthly, quarterly, or biannually
- You can compare the cost of your timeshare maintenance fee to the costs of owning your home or car, both of which need regular maintenance and repairs
- If you own a condo or have owned one in the past, you may also be familiar with homeowners' association fees, which operate similarly to timeshare maintenance fees

WAYS TO GET INVOLVED

You can play an active role in your HOA by:

- Voting when the proxy arrives at your home for the Board of Directors elections
- Attending your Homeowners Association yearly meetings
- Participating in events and meetings happening at your Home Resort
- Reading and contributing to conversations in your HOA newsletters
- Completing all survey opportunities

HOW TO REACH ELITE STATUS

There are three Elite tiers you can aspire to reach:

- Elite: 14,000 ClubPoints
- Elite Plus: 24,000 ClubPoints
- Elite Premier: 34,000 ClubPoints

Your HGV Elite status also means you have elevated-tier status within the Hilton Honors program:

- Elite and Elite Plus Members receive Hilton Honors Gold Elite Membership
- Elite Premier receives Hilton Honors Diamond Elite Membership

OTHER | ELITE BENEFITS AT A GLANCE

Benefits for Elite, Elite Plus and Elite Premier	Benefits for Elite Plus	Benefits for Elite Premier
<ul style="list-style-type: none"> • Dedicated team of Elite specialists to assist you • Exclusive Elite Experiential Offers • Dedicated check-in area and Elite room key at select Club properties • RFID wristband (where available) • Waived reservation fee for 7-14 night consecutive stays at HGV properties • Access to Kings' Land on-site amenities while staying at Kohala Suites or The Bay Club • Elite Advantage priority reservation window at Club affiliated resorts • 10% discount on open season reservations • Save \$10 on online reservations • 15% discount on merchandise at HGV online store • Discount up to 10% on luggage delivery service provided by Luggage Forward • Priority access to a selection of the most distinctive resorts in the RCI global portfolio through RCI Select Exchange • Exclusive access to the Villas of Distinction using ClubPoints, Bonus Points and cash • Exclusive access to Grand Mayan Properties in Mexico • \$50 onboard credit per cabin on cruises booked through hgvc.cruisesonly.com • Priority access to ClubPartner Perk exclusive cruise itineraries • Access to ClubPartner Perk Grand Adventures • Hilton Honors Gold Elite Membership 	<ul style="list-style-type: none"> • All Elite benefits • Welcome gift at select properties upon check-in • 15% discount on Open Season reservations • Save \$20 on online reservations • Exclusive access to International Holiday Retreats • Exclusive access to Gulliver's Travel Associates • Exclusive access to Holiday Cottages Group • Ability to convert any number of annual allotment of current-year ClubPoints to Hilton Honors points at a 1:25 ratio • Complimentary upgrades to next-best available unit type, within the same suite size, for Club and Home Resort reservations (subject to availability) • Hilton Honors Gold Elite Membership 	<ul style="list-style-type: none"> • All Elite and Elite Plus benefits • No reservation or transaction fees by phone or online • 100% discount on upgrade fee on additional vacation ownership purchases at select properties • 30% discount on Open Season reservations • Exclusive access to The Registry Collection featuring over 200 luxury properties worldwide. Use either ClubPoints and/or Bonus Points. Guest certificates available • Complimentary one-way airport or train station transfer from airport to select Club properties provided by GroundLink • Hilton Honors Diamond Elite Membership

Whether it's the small gallery on the next block or the café down the street, New York feels more like New York when you know the neighborhood and that's the heart of the elevated rewards program. It's a commitment to enhance the lifestyle and authenticity of your New York experience.

Throughout the city, we've curated an array of exceptional privileges for this complimentary rewards program. You'll enjoy discounts at world class restaurants, spas and museums.

A list of Participating Partners can be found on the Club website, and include:

- Local Artisans
- Health and Beauty
- Cultural Institutions
- Retail
- Sightseeing Tours and Activities
- Car Services

OTHER | SERVICE CHANNELS

As a Club Member, you have access to a comprehensive roster of services to help you navigate your membership.

Hilton Grand Vacations Club Member Services

For current service hours, please visit club.hiltongrandvacations.com

Telephone

Worldwide: +1 407-613-3700

U.S. and Canada (English only, toll-free domestic): 888-852-2582

Email

input@hgvc.com

hgvclubjapan@hgvc.com (Japan)

input@myhiltonclub.com

Web

club.hiltongrandvacations.com

Hilton Grand Vacations Mobile App

Download in the Google Play Store for Android or Apple App Store for iPhone by searching for “Hilton Grand Vacations”

Fax

407-613-3177

Mail

Hilton Grand Vacations
Club Member Services
6355 MetroWest Boulevard
Suite 180
Orlando, FL 32835

Grand Vacations Title Services

Transfer ownership to a third party, and add or remove names from the title of your vacation interest.

U.S. and Canada: 877-764-4482

gvt-resale@hilton.com

The Hilton Grand Vacations Club Member website is an excellent resource, which you can access 24 hours a day, to help you plan your trip and manage your membership.

Member Dashboard

View all of your membership information in one place, including your current and future point balances, membership status, Hilton Honors account information, and a countdown to your upcoming vacations

Destinations

Explore the full Club resort collection by region, points and Open Season; learn more about each resort's unique features and accommodations; and check availability before booking

Club Membership

Explore the many enhancements available for Club Members including Hilton Honors benefits, the Elite program, and RCI Exchange privileges, plus ClubPartner Perks and Members-only offers

Points

View and manage all of your points, whether you want to save them for next year, deposit them with RCI, or convert them to Hilton Honors Points with just a few clicks

Ownership

Find your contracts and HOA information, including your 1098 statements, and pay your loans and annual fees

Club Navigator

A series of tools to help you manage your vacation ownership, including learning modules, FAQs, videos, a vacation planning calendar and resort seasons guide

My Account

Manage your contact information and communication preferences, and view your reservations

Every time you use your online account, you save money on transaction fees associated with calling Club.

OTHER | CLUB MEMBER MOBILE APP

The Hilton Grand Vacations mobile app is another great resource to help you plan your vacations and manage your membership while you're far from home.

My Trip

View a snapshot of your trip details, including reservation information, on-property activities and dining options, as well as any events or promotions offered on property or near you during your stay

Front Desk Messaging

Chat directly with the front desk during your stay at many Hilton Grand Vacations resorts. This feature allows you to quickly make requests and get answers to questions about your stay directly from our mobile app. The Front Desk Messaging feature will be available on the My Trip Dashboard throughout your stay at eligible HGV resorts

Mobile Booking

Search for the perfect vacation with our mobile-friendly booking engine. Choose "My Dates" if you know the exact dates you'd like to travel and only see availability for what you are looking for. If your dates are flexible, choose "Flex" and you can see availability across a range of dates. Choose "Open Season" to see just what's available during the Open Season rental window

Club Guide

Connect with fellow Club Members in an online community where you can post questions and make or read recommendations on what to do during your trip

Guest Feedback

Provide your thoughts and feedback regarding your stay while you're on vacation and once you return home

Push Notifications

Receive messages and alerts directly to your smartphone so you can stay informed and focused on enjoying your vacation

Member Dashboard

Make and manage reservations, points, membership details, and more...just like you would on the Club website

Visit the App Store for iPhone and iPad or Google Play for Android, then search for "Hilton Grand Vacations" and start your download.

OTHER | GLOSSARY

TERM	DESCRIPTION
ARDA	An acronym for the American Resort Development Association (ARDA).
Biennial Ownership	When an Owner makes a reservation for use and occupancy of a resort for a time period every other calendar year. <ul style="list-style-type: none"> • An ownership that is deeded with usage available every other year • Usage in Even years or Odd years
Bonus Points	Additional currency awarded with the purchase of a vacation ownership interest, or through Club affiliated programs and ClubPartner relationships.
Borrowing Points	Use of any number of next year's Points or Saved Points in the current year to make select reservations.
Cancellation Protection	For reservations made in the Hilton Grand Vacations Program. At the time of reservation, cancellation protection is offered for Home Week, Home Resort Priority, by Hilton Club Priority, or Club reservations for a fee. Allows all Points used for a reservation to be returned to the account upon cancellation of the reservation.
Club Dues	The costs and expenses of the Club assessable to each Club Membership account each calendar year.
Club Reservation	Using Points to reserve accommodations at The Hilton Club New York and other affiliated Resorts throughout the Club Network during the designated Club Reservation Window.
ClubPartner Perks	Hilton Grand Vacations Club is affiliated with renowned travel partners offering Members a variety of exceptional experiences and benefits.
Commercial Use	Accommodations available through the Club are for the personal use and enjoyment of Members (and Members' immediate family, and guests known by Members). Commercial use of the Club is strictly forbidden.
Guest Certificate	Guests not accompanied by a Member at check-in or during a stay must obtain a Guest Certificate prior to check-in.
Hilton Honors	Hilton Honors is Hilton's Loyalty Reward Program, where Members can enjoy hotel stays at Hilton's 16 distinct brands by converting their ClubPoints to Hilton Honors Points
Hilton Honors Conversion - Future	Convert next year's Points to Hilton Honors Points now for future year use. Once Points are converted to Hilton Honors Points, it is a final transaction. Points become available in the Member's Hilton Honors account the first week of January.
Hilton Honors Hotel Stay	When a Club Member uses their Hilton Honors Points to make a reservation at a hotel in the Hilton portfolio of brands.
Hilton Honors Points	A Hilton Grand Vacations Club currency used to make Hotel Reservations.
Home Club	The property at which Members have an ownership interest.

Home Club Reservation Window	Reservations in any suite type available at The Hilton Club – New York during a period of time referred to as the “Home Club Reservation Window” which occurs one (1) year to six (6) months in advance of check-in for a minimum of two (2) consecutive nights in the same suite.
Homeowners Association	A group of Owners, elected by the owners of that resort, at a particular property whose purpose is to maintain the quality and upkeep of that property.
Maintenance Fee	Fees paid by the Owners for the upkeep of their accommodation at their Home Club: <ul style="list-style-type: none"> • Yearly assessment paid to the Homeowners Association (HOA) by each Owner • Includes cost for the operation of the resort, capital reserve, and real estate taxes • Amount of fees depends on size, location and amenities of the resort • Fees are determined by the budgetary requirements of each individual HOA
Member in Good Standing	The status assigned to a member of Hilton Grand Vacations Club when he or she has remained current on fees and payments.
Open Season Rental	Reservations in any suite type available in the Club during a period of time referred to as the “Open Season Reservation Window” which occurs thirty (30) days prior to check-out to one (1) day prior to check-in and may require a minimum night stay utilizing a special Member cash rental rate. (Currently, the only property in the Club is The Hilton Club – New York resort.) Open Season rentals are for the benefit of Members and their immediate family only.
Points	Basic Club currency. Allotments of yearly Points are determined by ownership interest owned at your Home Club. They are awarded January 1 and expire on December 31 of each calendar year.
RCI Deposited Points	On or before December 31 of the current year, Members may deposit current-year Points or previously Saved Points into the RCI Exchange Program for future weekly and nightly RCI reservations.
RCI Exchange	Members may use Points or Bonus Points to reserve accommodations in the RCI Exchange Program.
Real Estate Taxes	Property taxes on a Member vacation real estate.
Reservation Fees	Fees associated with making a reservation.
Saved Points	Members may save any of their remaining Points from expiring by depositing their Points into the following year’s account. Saved Points may be used for Home Club reservations and Club reservations at or through the Hilton Grand Vacations Club exchange program, ClubPartner Perks, or RCI exchange.


Hilton Grand Vacations