



Hilton Grand Vacations

ELITE CLUB MEMBERSHIP: WEBINAR HANDBOOK



ELITE CLUB MEMBERSHIP: MEMBER WORKBOOK

Welcome to the Hilton Grand Vacations Club: Elite Member Education Webinar.

With Elite status in Hilton Grand Vacations, a world of unique privileges, desirable benefits, and personal recognition is designed to enhance every journey in meaningful ways.

And a newly introduced collection of exclusive dining and shopping events and custom travel experiences - extended to our Elite status Club Members by invitation only - is intended to further elevate the Elite journey.

All of these exceptional rewards and thoughtful experiences are a celebration of the distinctive commitment our most loyal Club Members have made to travel the globe with us.

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 – This Elite Club Membership 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.

USING GOTO WEBINAR



Audio

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Note: We encourage you to use your computer mic and speakers as this is free from any charges.

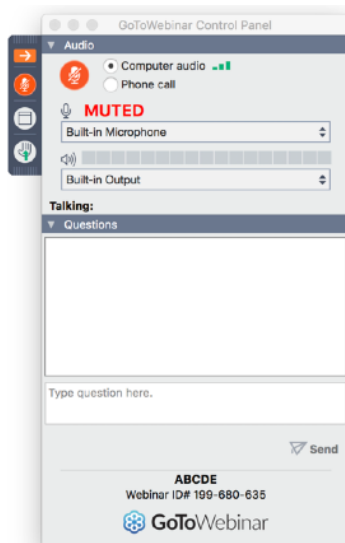
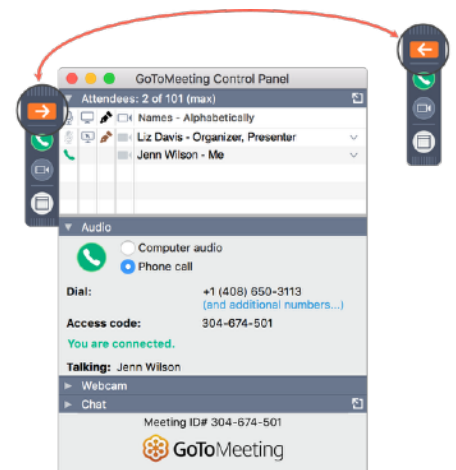
Control Panel

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.



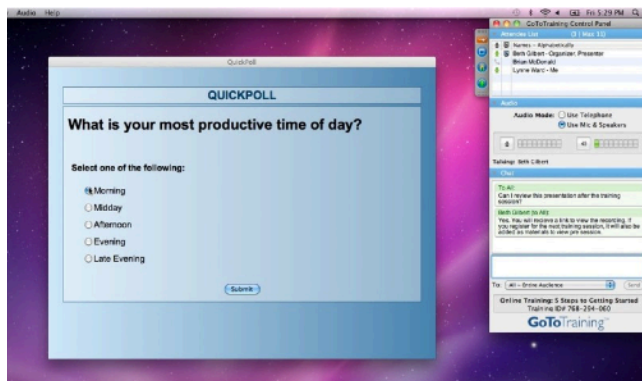
During the Webinar you will be able to use the 'Question' function. You can use this feature to either ask specific questions to our HGV Club Experts, or it can be used to share your comments when we ask for your participation during discussions. Any comments or questions that are shared will only be seen by the HGV 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 Elite Club Membership Webinar are for Club Members to understand:

- The different levels of Elite Membership
- Discounts and Perks offered for Elite Members
- Travel opportunities available for Elite Members
- Hilton Honors Status for Elite Members
- Saving and Extending ClubPoints/Points

TABLE OF CONTENTS

ELITE: THE BASICS

How to Reach Elite Status

TRAVEL

Discounts on Fees
Travel Discounts
Travel Perks and Upgrades
Travel Options and Locations
Hilton Honors Elevated Status

EXTEND

Point Stretching

PROTECT

Cancellation Protection
Auto-Save Points

SHARE

Guest Certificates
Referral Program

OTHER

Elite Benefits at a Glance
Service Channels
Club Membership Website
Club Membership Mobile App
Glossary

ELITE: THE BASICS



ELITE: THE BASICS | HOW TO REACH ELITE STATUS

Elite recognition in Hilton Grand Vacations Club opens the doors for you to celebrate the enjoyment of travel at its very best, in a class of your own. The privileges available with Elite recognition are thoughtfully tailored to honor the commitment you have made through distinctive, personal recognition, access to desirable rewards and valuable services.

There are three Elite tiers:

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

Renewal of your Elite privileges are automatic as long as you have the qualifying points as of December 31.

TRAVEL





Benefits for Elite:

- No reservation fees for reservations made for 7-night incremental stays (i.e. 7, 14, 21 nights) at any HGV property
- HGV Members with Elite status receive an extra \$10 off the reservation fee online
- Discounts apply to reservation fees - see fee schedule on the Club website

Additional Benefits for Elite Plus:

- HGV Members with Elite Plus status receive \$20 off online reservations
- HGV Members with Elite Plus status save up to \$20 on online transaction fees
- Discounts apply to reservation and transaction fees - see fee schedule on the Club website

Additional Benefits for Elite Premier:

- HGV Members with Elite Premier status pay no reservation fees for both online and phone reservations
- HGV Members with Elite Premier status pay nothing for online and phone transactions
- Discounts only apply to reservation and transaction fees - see fee schedule on the Club website



Open Season Discounts

- HGV Members with Elite status receive a 10% discount
- HGV Members with Elite Plus status receive a 15% discount
- HGV Members with Elite Premier status receive a 30% discount

Luggage Forward

- 10% discount on door-to-door luggage delivery
- 30% discount for Elite Premier
- Visit luggageforward.com/hgvclub

CLEAR Security

- \$155 membership (a 15% discount) for Members with Elite status
- This introductory price is valid for one year of CLEAR membership
- Please visit clearme.com/enrollenroll
- Enter "HHELITE" in the promo code box at checkout to receive your Elite discount

HGV Store

- 10% discount on Hilton Grand Vacations Club merchandise at select HGV Club resorts for Members with Elite status

**Members with Elite Status receive:**

- Access to a dedicated team of Elite Specialists
 - ▶ Call toll-free in the US and Canada: 877-448-2354
 - ▶ Call internationally: +1 407-613-3186
- Elite Advantage Reservation Window at Club-affiliated resorts
 - ▶ This Elite reservation window runs from 276 days to 365 days (9-12 months) before your desired check-in date, and reservations must be made in seven-night stay increments with a Friday, Saturday or Sunday check-in day. Featured resort destinations change from time to time, so enjoy this special benefit as often as new participating resorts are announced
- A dedicated check-in area for Members with Elite status at select resorts
- An exclusive Elite room key
- Elite wristband equipped with radio-frequency identification (RFID) technology (at select HGV resorts)
- While staying at the Kohala Suites or The Bay Club on the Big Island of Hawaii, Elite guests have access to the nearby Kings' Land on-site amenities
- Access to Elite insider communication about exclusive Elite experiential offers

Additional Benefits for Elite Plus and Elite Premier include:

- A welcome gift upon arrival at select resorts
- Upgrades to next-best available unit type, within the same suite size, for Club and Home Resort reservations (when available)
- Upgrades are subject to availability; you will receive notification of an automatic upgrade via email

Additional Benefits for Elite Premier include:

- Complimentary one-way airport or train station transfer to select Club properties provided by GroundLink
 - ▶ Reservations need to be made through groundlink.com/hgvc and must be made at least 72 hours prior to arrival
 - ▶ Only one transfer is permitted per reservation for up to 3 people
 - ▶ Other restrictions may apply



Members with Elite status:

Beyond traditional Club membership benefits, Members qualifying for Elite recognition receive early access to spectacular accommodations available through RCI.

- RCI Select Exchange
 - ▶ Provides access to some of the most desired resorts in the RCI global portfolio
 - ▶ Those Members qualifying for Elite status receive priority access with earlier booking windows to a selection of the most distinctive resorts in the RCI global portfolio

Members with Elite Plus and Elite Premier status:

For Club Members with Elite Plus and Elite Premier recognition, additional resort options are accessible through International Holiday Retreats, where luxurious private homes and European villas as well as top hotels throughout Asia, offer an extraordinary holiday experience. Spacious accommodations in graciously appointed settings elevate the discovery of global cultures.

- Gulliver's Travel Associates
 - ▶ Explore the splendors of Asia through RCI's partnership with Gulliver's Travel Associates. Enjoy fine hotels in China, Hong Kong, Indonesia, Japan, Malaysia, Singapore, Taiwan and Thailand
- Holiday Cottages Group
 - ▶ Experience Italy, France, England, Wales, Scotland, Spain and Portugal in an authentic European cottage. Indulge in boutique accommodations through RCI's partnership with Holiday Cottages Group

Additional Benefits for Members with Elite Premier status:

- Exclusive access to The Registry Collection (featuring over 200 luxury properties worldwide)
- Use either ClubPoints or Bonus Points to book these accommodations; Guest Certificates can also be used toward Registry Collection reservations
- Visit theregistrycollection.com for more details

Reservations:

- Contact an Elite Services Specialist to request reservations



Every year, ClubPartner Perk Grand Adventures enable Members to travel to amazing destinations, stay in sought-after resorts and lodges, and sail aboard the world's top cruise lines along with fellow Club Members.

Members with Elite status receive advance notification of travel opportunities, to travel with fellow Club Members to amazing destinations.

In 2019, you can take advantage of these incredible travel opportunities:

- America's Canyonlands Guided Journeys with Tauck: May 10-17, 2019
 - ▶ Stay at sought-after lodges in the heart of Bryce Canyon, Zion National Park and the Grand Canyon. Enjoy a private Lake Powell dinner cruise aboard a yacht, an interpretive lecture on Southwestern ecology, a float trip on the Colorado River, aerial sightseeing over Rainbow Bridge, and a final night in Las Vegas
 - ▶ [Visit the Club website for further information](#)
- Yellowstone and Grand Teton National Parks: May 29-June 5, 2019
 - ▶ Stay right in the heart of the world's first national park on Tauck's most comprehensive tour of Wyoming and Yellowstone. Explore Yellowstone's amazing geothermal features, Old West history in Cody, the colossal Black Hills masterpieces of Mount Rushmore and the Crazy Horse Memorial, and the peaks and glaciers of the Tetons
 - ▶ See Old Faithful, just outside your hotel... raft along the Snake River... enjoy a classic western ranch experience... attend a Wild West rodeo (in season)... and step back in time at Mormon Row in Grand Teton National Park
 - ▶ [Visit the Club website for further information](#)
- The Incredible Baltic Sea Golf Expedition: June 22-July 1, 2019
 - ▶ Sail across the Baltic Sea on the magnificent Azamara Journey. Marvel at Winter Palace in St. Petersburg, explore Senate Square in Helsinki, and revel in the culture and history of Eastern Europe
 - ▶ Passionate about golf? You're in luck – with the optional golf package, you'll have the chance to play a round each on three of Europe's finest courses – St. Petersburg's Gorki Golf Club, Helsinki's Hirsala Golf Club, and Copenhagen's The Scandinavian
 - ▶ [Visit the Club website for further information](#)



- Embark on a Breathtaking Alaskan Adventure: August 7-18, 2019
 - ▶ Join your fellow Club Members on an exclusive cruise experience. On our annual Grand Adventures, you'll visit incredible destinations aboard the world's top cruise lines and at special Member rates. Book using points or cash
 - ▶ Home to more than half the world's glaciers, North America's highest peak (Denali at 20,320 feet above sea level), 3,000 rivers and 3 million lakes, Alaska's nickname, "The Last Frontier", is spot on. Indulge your inner-explorer and see for yourself onboard HGV's second 2019 ClubPartner Perk Grand Adventure, 11-day Alaska Land and Sea Tour beginning August 7
 - ▶ [Visit the Club website for further information](#)

- Experience the Wonder of the Galapagos: September 20-30, 2019
 - ▶ This 100-guest ship with 360-degree views of the Galapagos Islands offers an up-close and intimate way to experience this destination complemented by personal suite attendants, dining venues with Michelin-starred chefs, an open-air stargazing platform, and expert-led ecological seminars. You can snorkel alongside giant sea turtles, hike by volcanoes and saltwater lagoons, and spot iconic wildlife like marine iguanas and Darwin's finches, which are only found on these remote islands
 - ▶ [Visit the Club website for further information](#)

Visit **club.hiltongrandvacations.com**
and click Club Member Exclusives > ClubPartner Perks or
Limited Time Offers for a full list of possibilities.



HILTON HONORS ELEVATED STATUS AND POINT CONVERSION

Elite and Elite Plus:

- Automatically enrolled in the award-winning Hilton Honors program at Gold tier level
- Benefits include: An 80% bonus on all Hilton Honors points earned through qualified hotel stays, complimentary in-room and lobby internet access, space-available upgrades to rooms, and complimentary continental breakfast at all participating hotels and resorts in the Hilton portfolio

Elite Premier:

- Automatically enrolled in Hilton Honors at the Diamond tier level
- Benefits include: 100% bonus on all Hilton Honors base points earned through qualified hotel stays, complimentary in-room and lobby premium internet access, executive floor lounge access at select properties, and complimentary continental breakfast at all hotels and resorts in the Hilton portfolio
- For last minute travel planning, a room is guaranteed for reservations made at least 48 hours prior to arrival

Point Conversion:

- Members with Elite Plus or Elite Premier status have the ability to convert current-year ClubPoints to Hilton Honors points without a reservation required
- Elite Plus and Elite Premier conversion rate = 1:25

EXTEND





WHAT YOU CAN DO WITH YOUR POINTS

Optimize your points in several ways:

Save*

- Save any or all of your current-year ClubPoints
- Hilton Grand Vacations Club Members: Use saved points for Home Resort, Club, By Hilton Club Priority, ClubPartner Perks, and RCI Exchange reservations in the current year
- 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 Hilton Grand Vacations Club 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 ClubPoints into RCI weekly and nightly exchange reservations
- Use any remaining "saved" Points for RCI weekly and nightly exchange reservations
- You can deposit current-year ClubPoints 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

- Hilton Grand Vacations Club Members: Convert your current-year and next year's ClubPoints into Hilton Honors Points on or before December 31 of the current year
- Converted at a 1:20 conversion rate when used immediately to book a Hilton Honors reservation. For example: 5,000 ClubPoints = 100,000 Hilton Honors Points

Conversion for Use in the Following Year

- Convert any of next year's points into Hilton Honors Points by December 31 of the current year
- Converted at a 1:25 conversion rate when deposited into your Hilton Honors account for use from January of next year. For example: 5,000 ClubPoints = 125,000 Hilton Honors Points

* Fees may apply

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

Borrow

- Use any number of next year's ClubPoints or deposited ClubPoints in the current year
- Hilton Grand Vacations Club Members: Apply them toward Home Resort and Club reservations, Hilton Honors conversions for immediate use, ClubPartner Perks, and RCI Exchange reservations

PROTECT





- 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
- Cancellation protection, if offered, allows a Member to cancel a reservation using ClubPoints within thirty-one (31) days of scheduled arrival with no loss of ClubPoints
- 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 needing to remember 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 are provided in the Club Fee Schedule
- 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 | 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 • Elite 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

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: 407-613-3141

U.S. and Canada (English only, toll-free domestic): 800-932-4482

Europe: 44-845-608-6385

Japan (toll free.): 0120-805-811

Outside Japan (mobile): 03-6866-4900

Asia-Pacific: 65-6324-9449

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 | HILTON GRAND VACATIONS 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 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
Affiliated Resort	Club Resorts and Club Eligible Resorts approved by Hilton Grand Vacations to be part of the Club.
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 ClubPoints/Points	Use of any number of next year's ClubPoints/Points or Saved Points in the current year to make select reservations.
Cancellation Protection	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 ClubPoints/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 or Hilton Grand Vacations Club Program	The name given to the variety of exchange and reservations services and vacation and travel benefits offered by Hilton Grand Vacations Club.
Club Reservation	Reservations made at 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 travel experiences and benefits.
ClubPoints/Points	Basic Club currency. Allotments of yearly ClubPoints/Points are determined by Ownership (resort location, season and accommodation type), and they are awarded January 1 and expire on December 31 of each calendar year.
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.
Elite Membership	Elite recognition begins at 14,000 qualified ClubPoints/Points per year.
Elite Plus Membership	Elite Plus recognition begins at 24,000 qualified ClubPoints/Points per year.
Elite Premier Membership	Elite Premier recognition begins at 34,000 qualified ClubPoints/Points per year.
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 ClubPoints/Points to Hilton Honors Points now for future year use. Once ClubPoints/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.
Homeowners Association	A group of homeowners elected by the owners of that resort at a particular resort whose purpose is to maintain and enhance the property.
Home Resort Priority Reservation	Reservations at a Member's Home Resort for any number of nights, in any unit type available subject to Member ClubPoint/Points availability and accommodation availability. During the Home Resort Priority Reservation Window, Members will only compete for reservations with other Owners at that Resort. (Only applicable to By Hilton Club resorts)
Home Week	A Club Member's ownership interest(s) in an accommodation at their Home Resort. Home Week reservations are consecutive night reservations at the Home Resort in the season and unit type owned, for the number of days owned.
Home Week Reservation	Consecutive night reservations at the Home Resort in the season and unit type owned, for the number of days owned.
Maintenance Fee	Fees paid by the Owners for the upkeep of their accommodation at their Home resort. <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	Two-night minimum reservations in any resort accommodations available within the Club by paying the Open Season rental rate during the Open Season Reservation Window.
RCI Deposited Points	On or before December 31 of the current year, Members may deposit current-year ClubPoints/Points or previously Saved ClubPoints/Points into the RCI Exchange Program for future weekly and nightly RCI reservations.
RCI Exchange	Members may use ClubPoints/Points or Bonus Points to reserve accommodations in the RCI Exchange Program.
Real Estate Taxes	Property taxes on a Member's vacation real estate.
Reservation Fees	Fees associated with making a reservation.
Saved Points	Members may save any or all current-year ClubPoints/Points for Home Resort, Club, By Hilton Club Priority, ClubPartner Perks, and RCI reservations in the following year.

