



Hilton Grand Vacations

CLUB MEMBERSHIP EXPERIENTIAL ADVENTURES: WEBINAR HANDBOOK



INTRODUCTION

Welcome to the Hilton Grand Vacations Club Membership Experiential Adventures 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 – This Experiential Adventures 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

If you are using your computer audio be sure to have the 'computer audio' selected to enable that option.

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.

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

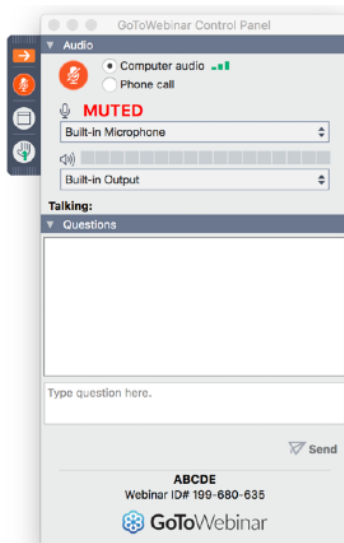
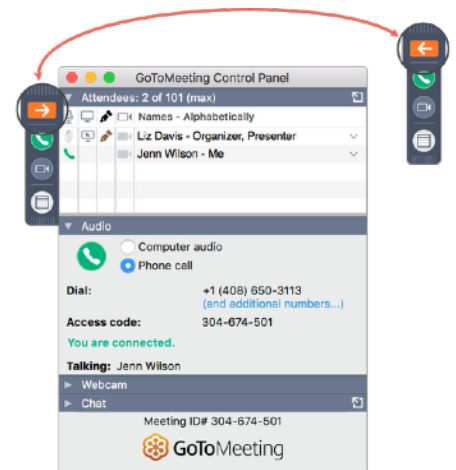
Control Panel

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.



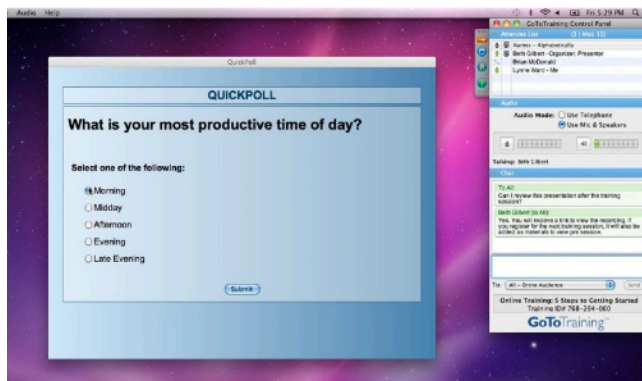
During the Webinar you will be able to use the 'Question' function. You can use this feature to either ask specific questions to our HGV Club Experts, or it can be used to share your comments when we ask for your participation during discussions. Any comments or questions that are shared will only be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

- ClubPartner Perks
- ClubPartner Perk Grand Adventures
- How to get the most out of:
 - Exchange (RCI)
 - Hilton Honors
 - Bonus Points
- Club Member Travel Exclusives
- Elite Status: Member Invitation Only Opportunities

TABLE OF CONTENTS

TRAVEL

- ClubPartner Perks
- ClubPartner Perks Highlights
- ClubPartner Perk Grand Adventures
- Resort Vacation Exchange
- RCI Protection and Cancellation Policy
- Bonus Points
- Member Exclusives

EXTEND

- Point Stretching

PROTECT

- Cancellation Protection
- Auto-Save Points

SHARE

- Gift Certificates
- Guest Certificates
- Referral Program

OTHER

- Weddings and Celebrations
- Elite
- Service Channels
- Club Member Website
- Club Member Mobile App
- Glossary

TRAVEL





	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 and provide you with the opportunity to enjoy vacations aboard cruise ships, RVs and luxury houseboats...and experience yacht charters, fine hotels, first class adventures, and premium motorcycles. Beyond our portfolio of resorts is a collection of vacation options offered through ClubPartner Perks. Hilton Grand Vacations Club is affiliated with renowned travel partners offering Members a variety of exceptional experiences and benefits.

How to book ClubPartner Perks

- Visit club.hiltongrandvacations.com and click Club Membership 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 travel documentation (valid through the dates of your vacation and for six months thereafter) well in advance of international travel



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.



Every year, ClubPartner Perk Grand Adventures enable Members to travel to amazing destinations along with fellow Club Members.

A limited number of rooms for these extraordinary events are offered at special Members' Only pricing, based upon availability. Pricing is based on two travelers and includes taxes and fees. These events sell out quickly so act fast to secure your spot.

2019 CLUBPARTNER PERKS GRAND ADVENTURES

- America's Canyonlands Guided Journeys with Tauck, May 10-17, 2019
 - ▶ More info: <https://club.hiltongrandvacations.com/en/club-membership/club-member-exclusives/clubpartner-perks/clubpartner-perk-grand-adventure/tauck-americas-canyonlands>
- Yellowstone and Grand Teton National Parks, May 29-June 5, 2019
 - ▶ More info: <https://club.hiltongrandvacations.com/en/club-membership/club-member-exclusives/clubpartner-perks/clubpartner-perk-grand-adventure/tauck-yellowstone-and-grand-teton-national-parks>
- The Incredible Baltic Sea Golf Expedition, June 22-July 1, 2019
 - ▶ More info: <https://hgvc.cruisesonly.com/promotion/member-cruises/2019-baltic-sea-golf-expedition.do>
- Embark on a Breathtaking Alaskan Adventure aboard Holland America Line's elegant Noordam, August 7-18, 2019
 - ▶ <https://club.hiltongrandvacations.com/en/club-membership/club-member-exclusives/clubpartner-perks/clubpartner-perk-grand-adventure#Alaska>
- Experience the Wonder of the Galapagos aboard the brand-new Celebrity Flora, September 20-29, 2019
 - ▶ More info: <https://hgvc.cruisesonly.com/promotion/member-cruises/2019-wonder-of-the-galapagos.do>

Visit **club.hiltongrandvacations.com**
and navigate to the ClubPartner Perks Grand Adventure section
for further information.



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 ClubPoints 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. Choosing to purchase 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 Hilton Grand Vacations, 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 cancellation 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 Hilton Grand Vacations Club Season reservation cancel policy



Additional or “bonus” Club currency may be awarded with your purchase of a vacation ownership interest, or through Club affiliated programs and ClubPartner relationships. They are valid for a maximum of two years.

Personalize your membership and redeem Bonus Points for:

- Reservations at Club resorts during Home Resort and Club reservation windows
- ClubPartner Perks
- Hotel reservations at participating Hilton properties
- RCI exchange vacations
- Specialty merchandise and gift certificates
- Conversion to Hilton Honors points
- Use toward annual maintenance fees
- Conversion to HAM or JAL airline miles or car rental vouchers



Hilton Grand Vacations Club Members enjoy a range of Member-exclusive offers, including discounts on car rentals, door-to-door luggage delivery, car services via Groundlink and comfortable airport amenities through Priority Pass.

Priority Pass

With Priority Pass your vacation starts before you take off. Enjoy a quiet and comfortable oasis away from the chaotic airport terminal, where relaxation and a variety of amenities await.

Hertz

Enjoy great offers from Hertz. Don't forget to use your discount number for savings and benefits anytime you rent.

Groundlink

GroundLink, the next generation car service, offers HGVC and Hilton Club members exclusive rates with a 12% discount on all vehicles. GroundLink is available in every U.S. city and in 110 countries, via the world's largest network of private cars, limos, and SUV's.

Luggage Forward

Luggage Forward is a premier door-to-door luggage delivery service, providing total travel convenience. You can forward virtually any excess baggage or unaccompanied luggage to more than 200 countries worldwide. Enjoy 5%-10% off select delivery services.

Vacation Guard

We try to make life a little easier, offering you travel protection that is simple, affordable, and works, including a money back guarantee within a 21-day review period. VacationGuard® products and services are provided by Berkshire Hathaway Travel Protection, one of the most trusted names in insurance.

Visit **club.hiltongrandvacations.com**
and navigate to the Travel Exclusives section
for further information.

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

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, for a fee, 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 CLUBPOINTS TO HILTON HONORS POINTS*	NO. OF POINTS NEEDED FOR CONVERSION	RATIO OF CLUBPOINTS 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

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. Choosing to purchase 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





A great way to share your Hilton Grand Vacations membership is through Gift Cards and Gift Certificates. Gift Certificates and specials are available for use at:

- The Mall of Millenia in Orlando, Florida
- Eforea Spa at Hilton Grand Vacations Club on the Boulevard in Las Vegas
- Miracle Mile Shops at Planet Hollywood Resort and Casino in Las Vegas
- Mandara Spa at Hilton Hawaiian Village - Kalia Tower
- Kohala Spa at Hilton Waikoloa Village
- Waikoloa Beach Resort Golf Course

Visit **club.hiltongrandvacations.com**
and navigate to the Bonus Points Opportunities | Gift Cards
section for further information.



- 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



Celebrate life's special moments at a Hilton Grand Vacation Resort

Whether you're tying the knot or commemorating a milestone, you can make precious memories in spectacular settings when you host your event at a Hilton Grand Vacations Club resort. Our picture-perfect spaces are ideal for grand gatherings and intimate parties, and come with the same signature service you already experience with your HGV membership.

Weddings, Birthdays, Reunions, and more at Hilton Grand Vacations

Take your vows amidst our colorful gardens and lake promenades. Plan a cocktail reception, rehearsal dinner, or bridal shower in our stylish indoor spaces. No matter the occasion, we'll ensure it is memorable through a series of special touches including customized menus and event coordination.

Luxury Accommodations

Enjoy beautiful accommodations with our guest rooms and suites. Block group rates for your overnight guests (minimum 10 rooms), plus a personalized web page for managing RSVPs.

Start Planning

Get the party started by contacting us at rentalsales@hgvc.com with your event needs.

Visit **club.hiltongrandvacations.com**
and navigate to the Club Member Exclusives | Weddings &
Celebrations section for further information.

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

ELITE STATUS INVITATION ONLY OPPORTUNITIES

Elite Members may choose to explore exclusive Elite Member Grand Adventures. Further information on these can be found by visiting the ClubPartner Perks | ClubPartner Perk Grand Adventure section of the Club website

HILTON HONORS STATUS FOR ELITE MEMBERS

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

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

OTHER | CLUB MEMBER WEBSITE

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 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
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	Use of any number of next year's ClubPoints or Saved ClubPoints 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 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	Basic Club currency. Allotments of yearly ClubPoints are determined by Ownership (resort location, season and accommodation type) and 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.
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 hotels stays at Hilton's 16 distinct brands by converting their ClubPoints to Hilton Honors Points

Hilton Honors Conversion - Future	Convert next year's ClubPoints to Hilton Honors Points now for future year use. Once ClubPoints 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 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, and checking in on the resort's standard check-in day.
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 or previously Saved ClubPoints into the RCI Exchange Program for future weekly and nightly RCI reservations.
RCI Exchange	Members may use ClubPoints 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 or all current-year ClubPoints for Home Resort, Club, By Hilton Club Priority, ClubPartner Perks, and RCI reservations in the following year.

