

CONGRATULATIONS!

# REDEEMING YOUR 4-7 NIGHT ALL-AMERICAN CERTIFICATE

Redeeming Your Certificate and Booking Your Vacation

NEED ASSISTANCE?
CALL (888) 297 0612 TO SPEAK
WITH A PRIVILEGES CONCIERGE



# WHAT'S INCLUDED

## Get Ready for Your All-American Vacation!

#### **Your Certificate Includes:**

- · Accommodations for 2 Guests
- 4 7 Night Stay at a Selection of Domestic Resorts

### **Your Certificate Does Not Include:**

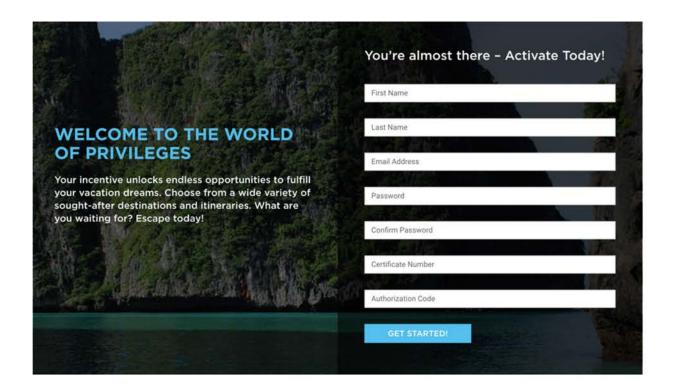
- · Airfare to and from your destination
- Transportation to and from the airport to your resort
- Local Taxes and Fees
- · Excursion or Add-Ons
- Tips & Gratuity to Resort Staff
- No Group Bookings



# **TERMS & CONDITIONS**

## **Important Things to Remember:**

- Resorts and Available Travel Dates are Subject to Availability
- No Specific Resort or Destination is Guaranteed Until Booked
- 12 Months to Activate / 12 Months to Book
  - Once you activate your certificate with Privileges Redemption
     Center you have 12 months to complete your booking.
- Must be 21 Years of Age or Older to Book
- All Guests must have a valid U.S. or Canadian ID
- No more than 2 Certificates Per Year Per Redeemer
- No Group Bookings
  - You may not coordinate a booking with any other certificate holders, or you may have your booking cancelled by the resort.
- Because the Booking Portal is pulling live data from multiple resorts, page load times on searches may be longer than normal. Please allow up-to 60 seconds for load time.



# REDEMPTION

## **Privileges Redemption Center**

#### To Redeem Your Certificate:

- 1. Open a web browser and go to: <a href="https://privilegesredemptioncenter.com">https://privilegesredemptioncenter.com</a>
- 2. Create a new account by filling out all of the fields on the homepage, including the certificate and authorization codes from your certificate.
- 3. You can use your new account to log in and view resorts anytime moving forward. To log in click the "Sign In" button at the top of the homepage and enter your username and password. You can also use this pop-up to reset your password.
- 4. For easier access, please bookmark <a href="https://privilegesredemptioncenter.com">https://privilegesredemptioncenter.com</a> in your browser and save your Username and Password.

# **GETTING STARTED**

## Let's Get Going!

#### To Start the Booking Process:

- If not currently logged in, please go to: <u>https://privilegesredemptioncenter.com</u> and log into your existing account.
- 2. Click the "Shop" button.
- 3. After the list of resorts is loaded, you can scroll down to view available resorts based on the default month, which is usually 2 months out from the current month.
- 4. You will notice resorts that show "FROM \$0", which are resorts with no additional charge and are covered by your certificate. Other resorts will show a price, and these prices are your cost above what you've already paid. The resorts with a price showing are considered upgrades, and the prices are often significantly below retail rate.
- 5. The marked out number (Example: \$2,184) next to each "Explore" button is the retail rate for a stay if you booked through a retail provider or directly through the resort. To view only resorts with no additional cost or upgrade charge, use the "PRICE RANGE:" filter at the top of the page. Slide the price to the left down to \$0.

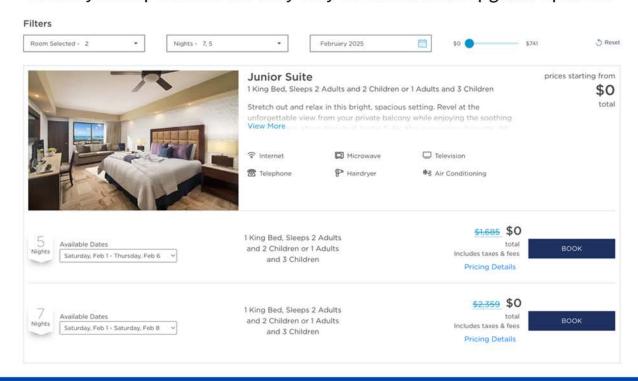


# **SEARCHING**

## Finding the Perfect Vacation

#### To Search Availability:

- 1. To search all domestic resorts, click on the Search Bar and type "USA" then select the top USA options to view all available resorts. Please note the load time may be slow due to the volume of resorts.
- 2. After the resorts load slide the price bar back down to \$0.
- 3. Click the "EXPLORE" button next to the resort of your choice.
- 4. On the resort page you will see pictures of the resort and amenities, room availability, and destination information.
- 5. Scroll down to the "Available Rooms" section of the page.
- 6. From this section you can filter by room type, the number of nights, and the month you would like to travel.
- 7. Use the "Available Dates" drop-down on the left to select the date range you would like to stay. Available weeks are subject to availability. Holidays and peak seasons may only be available as upgrade options.



# **BOOKING**

## Let's Lock It Down!

#### **To Complete Your Booking:**

- 1. Once you have found a week and room that is to your liking, click the "Book" button for your selected room.
- 2. On the "Review and Checkout" page please complete the required guest information form. You must add the information of each guest that is traveling.
  - a. If you add additional guests beyond the 2 that are covered by the certificate, depending on the guests age and resort you have selected, additional charges may be added to your booking.
- 3. Enter your payment information in the field below the Guest Information section. Even if your booking is \$0, payment information is required for securing your reservation.
- 4. On the right side of the page you will find all of the details of your booking, including what your stay would have cost through a retail purchase.
  - a. Taxes & Fees for your stay will show in this section as well. Please remember that you may be assessed local taxes and fees at checkout.
- 5. Please review the "Important Info About this Booking" section at the bottom of the Booking page before completing your booking.
- 6. Cancellation Waivers are available for \$99 per booking and may be added at this point in the checkout.
- 7. Once you have reviewed all of the information about your stay, and completed the required Guest Information and Payment Information forms, click the "I accept the terms and conditions" checkbox.
- 8. Click the "Complete Booking" button at the bottom of the reservation.
- 9. You will receive an email confirmation with all of the details of your reservations, as well contact information for the resort.
  - a. Your first confirmation email lets you know your booking has been received. You will receive a separate final booking confirmation once the resort has received and accepted your booking.





#### Q: Can I coordinate with other certificate holders for a "group" booking?

Group bookings with other certificate holders are not allowed under the terms and conditions of this certificate program. Attempts at group booking may result in your reservation being canceled.

#### Q: I don't see the specific resort where I would like to stay. Why not?

Resort availability, available dates, and room options are all subject to availability. There are multiple resorts available at any given time with no additional charges, and the availability changes regularly. If you don't see a resort or room available you may choose to wait and see if it becomes available, but keep your 12 month booking timeline in mind.

#### Q: I'm having an issue with activating my certificate. Who do I contact?

Please contact the concierge line at (833) 337-2318. If there is an issue with your certificate or authorization number, please reach out to the organization that supplied you with the certificate with the details of the issue you are having.

## Q: I'd like to speak to someone on the phone instead of using the booking portal website. Is that an option?

Absolutely! Please contact the concierge line at (833) 337-2318.

## Q: I received my certificate from a nonprofit organization as part of a fundraising event or campaign. Who do I contact with payment or tax questions?

Please contact the nonprofit organization directly.