

# HOW TO BOOK RESERVATIONS ONLINE

Here are four easy steps to help you when booking your reservations online.

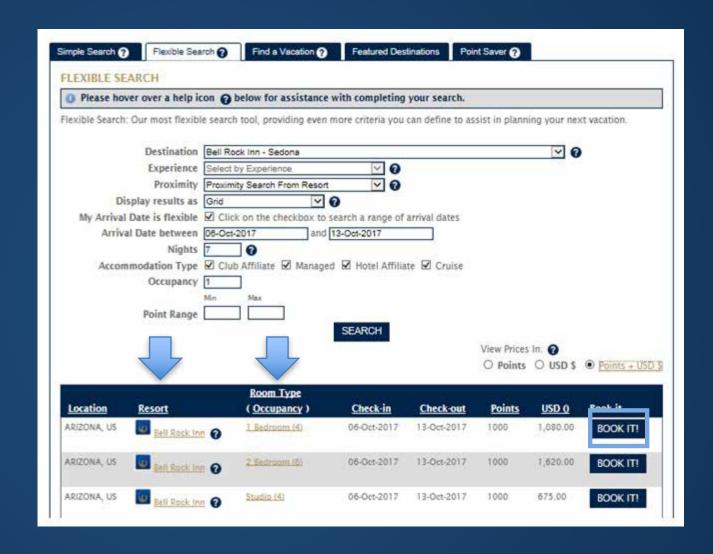


Stay Vacationed.

### STEP 1: BOOK ONLINE

Once logged in, you will be taken to the Member Area home page. Under My Reservations, select how you want to book a vacation using Book with Simple Search, Book with Flexible Search, **Book with Point Saver or Find** a Vacation.

Once you have completed your search and decided on the perfect vacation, you can click on Resort and Room Type for more information. Select **BOOK IT** button to make your reservation.



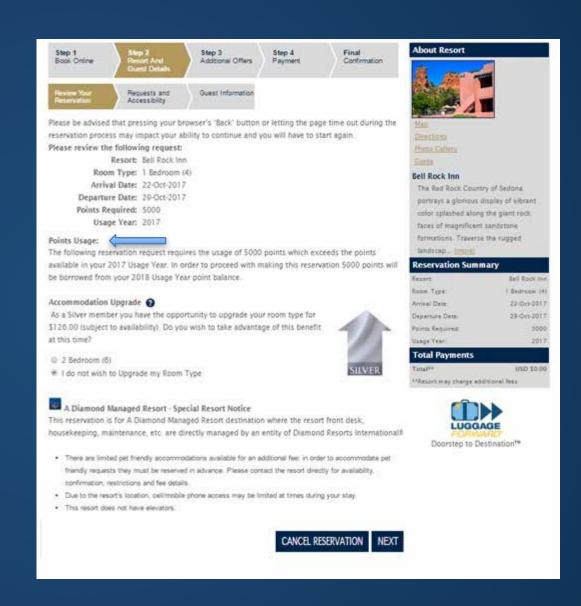
#### **Review Your Reservation**

There are three (3) screens for Step 2 that allow you to review the reservation, add any special requests, and confirm the details for check-in. Review all details regarding location, dates, and points value. The summary of your reservation on the right side of the screen will appear throughout the booking steps.

You may be able to upgrade your reservation by one accommodation type at a Diamond Resorts managed property depending on your Diamond Loyalty level. If an accommodation upgrade is available, you can select that option, if desired.

Below the reservation details, any important notices such as pool closures or scheduled maintenance during your stay are communicated here.

Once you have reviewed the reservation details and notices, you can click **NEXT** to continue booking your stay.



#### **Requests and Accessibility**

If there are any special requests you would like the resort team to be aware of, you can indicate them in the first box on this screen.

If there are any disability and accessibility requirements that may be required for you or someone in your traveling party, please provide them by checking the appropriate boxes and provide any details in the lower box.

Advance notice allows us to make any arrangements or contact you if we have questions.

We encourage you to check all that apply.



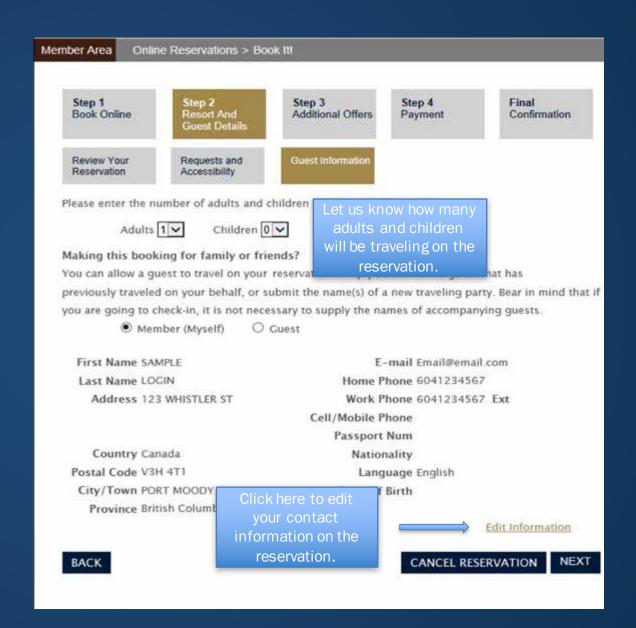
#### **Guest Information When** You are Traveling

Please enter the number of people traveling in your party.

The option button is automatically checked next to Member. If you are going to be traveling on this reservation, please review and confirm that all of your information is correct.

You can edit your contact information here if you need to update, but please note this will change the contact details on your account.

Nationality and birthdate are required when booking a cruise.



#### **Guest Information if You are Providing this Reservation to** a Family Member or Friend

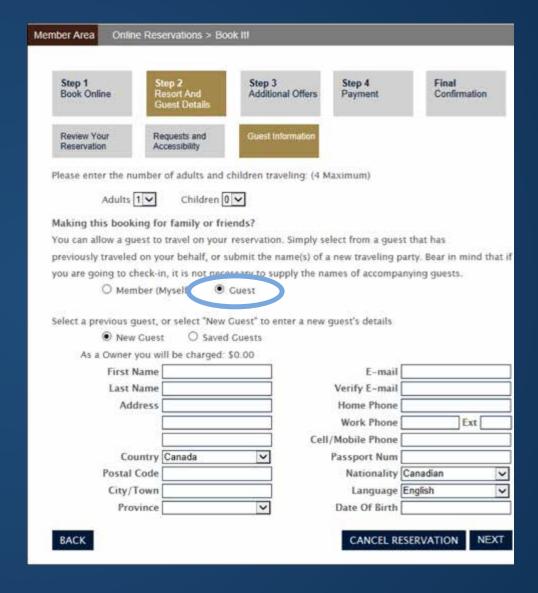
If you are booking this reservation for a guest, please change the option button to Guest and choose whether this is a new guest or someone you have booked a reservation for previously.

When selecting Saved Guest, you can choose from a list of previous guests on your account and pre-populate their contact details.

When selecting New Guest, please enter the guest's full name, home address, e-mail address, and phone numbers.

Additional details, including passport number, are helpful when traveling internationally.

Nationality and birthdate are required if this is a cruise booking.



# STEP 3: ADDITIONAL OFFERS

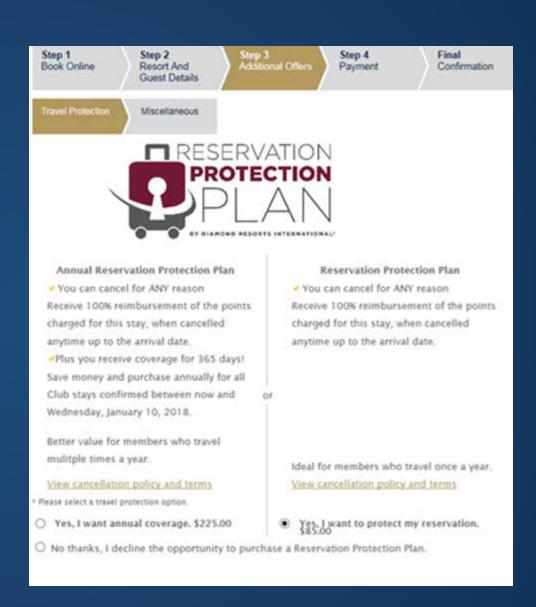
#### **Travel Protection**

On this page you will be presented with the **Reservation Protection Plan (RPP).** 

RPP is an optional protection that guarantees full return of your resort points if you have to cancel for any reason up to your arrival date, with no cancellation fee.

You will be offered the option to add Annual or Single Stay protection or decline both.

Click to acknowledge that you have reviewed the cancellation policy terms, then click **NEXT.** 



### STEP 3: ADDITIONAL OFFERS

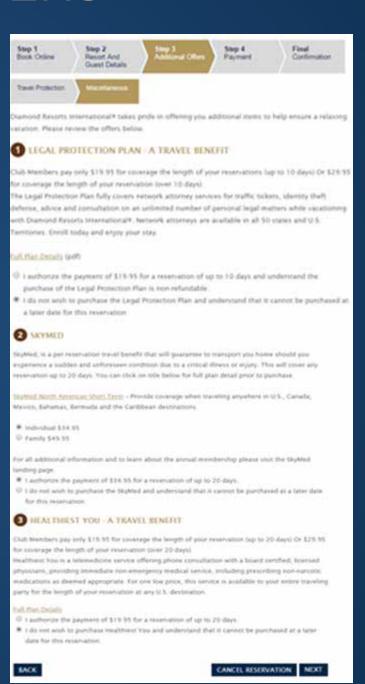
#### **Miscellaneous**

On this page you will be presented with any products that you might want to add to your reservation. They will only appear if they are offered for your destination.

**Legal Protection Plan fully covers network attorney** services while vacationing for the duration of the reservation.

**SkyMed** guarantees to transport you home should you experience a sudden and unforeseen condition due to illness or injury for the duration of the reservation.

**Healthiest You** is a telemedicine service offering phone consultation with physicians, and nonnarcotic prescriptions during your travel for the duration of the reservation.



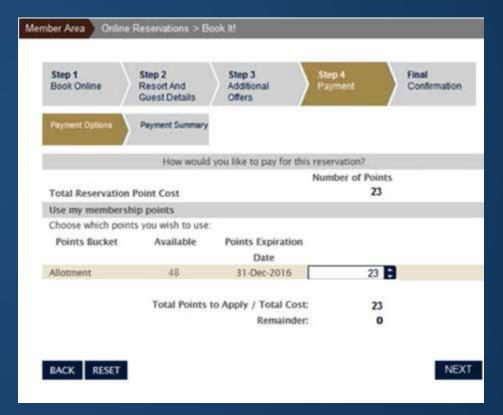
#### STEP 4: PAYMENT

#### **Payment Options**

Click **Payment Options** to display the number of resort points that will be used for this reservation. If required, the system will automatically borrow points from the next use year to complete the reservation, and that will be indicated. Prepayment of the borrowed points will apply. Click **NEXT.** 

Remember: Excluding borrowing transactions, resort points are taken from the same use year as your arrival date.





#### STEP 4: PAYMENT

#### **Payment Summary**

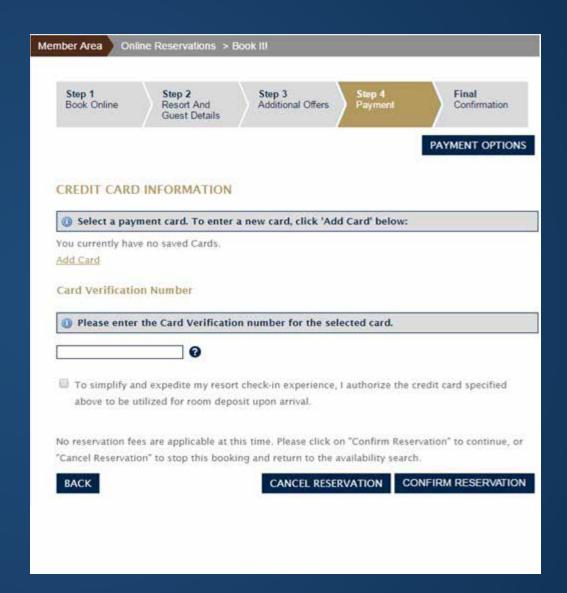
Any additional cash payments needed to complete this reservation will be added here.

This could be products you have chosen such as the Reservation Protection Plan, upgrade fees, or prepayment of borrowed points.

You can indicate that you want to use a credit card already on file for your account, or add a new card.

For your security, you will need to enter your Card Verification.

Check the authorization box and click **CONFIRM RESERVATION.** 



# FINAL CONFIRMATION

Reservation confirmation details for this stay will appear here and will be e-mailed to you. If you would like your reservation confirmation e-mailed to a traveling companion, enter the e-mail address in the box indicated.

If you click the Return to Book Online, it will take you to the Featured Destinations tab of the Online Reservation page in the Member Area. There, you can explore more destinations to book your next vacation.

If you click RETURN TO MEMBER AREA, it will take you to the home page of the Member Area.

The guest information will display if this is a Guest reservation.

You will also see any resort notifications and directions from the airport. This information is also included in your confirmation e-mail.

