

# HGV Max: *Frequently Asked Questions*

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## **What is HGV Max?**

HGV Max is a new membership program that gives Members access to more properties in more destinations, special events and exclusive discounts across the Hilton portfolio of hotels and resorts.

## **How do I become an HGV Max Member?**

There are different ways to become an HGV Max Member. Log in to [member.diamondresorts.com](https://member.diamondresorts.com) and select “Contact Us” on the bottom left of the screen. Select “New Membership Info” and type in the comments that you are interested in HGV Max. Someone from HGV will contact you with details about the program.

## **If I become an HGV Max Member, does this change any of my existing fees?**

Your Club Dues and some transaction fees may change depending on the timeshare interest you currently own.

## **How is HGV Max different from my membership in THE Club?**

HGV Max is a new program within THE Club that provides Members with exclusive Hilton discounts, automatic Hilton Honors status and the ability to use your Points in more places, including over 60 Hilton Grand Vacations properties later in 2022. As an HGV Max Member, you'll also be able to convert your Club Points to Hilton Honors Points for use at more than 6,800 hotels and resorts across the Hilton family of brands.

## **Will my Member benefits as part of THE Club go away if I don't join HGV Max?**

Your current Club membership will continue to exist, and you'll continue to access the benefits associated with your membership, as noted in THE Club documents.

## **I'm a Diamond Member. Am I automatically an HGV Max Member?**

Access to HGV Max will depend on your purchase date and current ownership. For questions, please log in to [member.diamondresorts.com](https://member.diamondresorts.com) and select “Contact Us” on the bottom left of the screen. Select “New Membership Info” and type in the comments that you are interested in HGV Max. Someone from HGV will contact you with more details about your existing ownership and whether it qualifies for HGV Max benefits.

## **I own resale Points with Diamond Resorts. Am I eligible for the HGV Max program?**

Resale Points are not eligible for HGV Max program benefits. However, there are other options for you to be able to access the new membership program. Please log in to [member.diamondresorts.com](https://member.diamondresorts.com) and select “Contact Us” on the bottom left of the screen. Select “New Membership Info” and type in the comments that you are interested in HGV Max. Someone from HGV will contact you with more details about your existing ownership and how you can access HGV Max benefits.

## **I'm a Member of THE Club. If I join HGV Max, will I have access to the Embarc collection?**

We are reviewing how to expand HGV Max to include Embarc collection properties. However, at this time, Embarc collection properties are not part of the HGV Max program.

**Will HGV Max impact inventory availability for existing Members of THE Club?**

Your Home Collection and Home Resort Advantage reservation windows remain unchanged. HGV Max reservations may only be made six months or less prior to the check-out date. We always recommend booking as early as possible.

**Is there a way to join HGV Max without making an additional timeshare purchase?**

There are different ways to become an HGV Max Member. Please log in to [member.diamondresorts.com](http://member.diamondresorts.com) and select "Contact Us" on the bottom left of the screen. Select "New Membership Info" and type in the comments that you are interested in HGV Max. Someone from HGV will contact you with details about the program.

**I'm an HGV Max Member. Why don't I see any HGV resorts on the Diamond Club website?**

We're working on adding HGV properties to THE Club website over the next couple of months. We will notify Club Members via email and on THE Club website once properties are available for booking.

**I'm an HGV Max Member. I see an HGV property online, but the website says it's not bookable. When can I book?**

We're working on adding HGV properties to THE Club website over the next couple of months. We will notify Club Members once properties are available for booking via email and on THE Club website.