

Frequently Asked Questions

Open Season Program Benefit

1. What is the Open Season Program?

The Open Season Program offers an Open Season Booking Window that provides last-minute availability at select resorts within Hilton Grand Vacations' portfolio for cash-rate stays starting 30 days before check-out.

2. Where can I find Open Season rates?

Finding Open Season rates is simple! When making a reservation during the Open Season Booking Window, you can see the Open Season rates displayed during the booking process.

Open Season Credit Benefit

1. What is the Open Season Credit?

The Open Season Credit is an annual credit that varies by tier and can be applied toward Open Season cash-rate stays at participating HGV resorts. Credits are allotted annually on January 1 and can be redeemed for reservations starting January 1 through December 31 for the year in which the credit is granted.

2. How do I use my Open Season Credit?

When booking an Open Season reservation, you can use your Open Season Credit by selecting the available credit amount you'd like to apply at the time of your reservation.

3. How much do I receive in Open Season Credits each year?

As a Member with HGV Max benefits, you will receive an annual credit that's based on your membership tier:

- HGV Max Members in the Preferred tier receive \$250 per year.
- HGV Max Members in the Preferred+ tier receive \$350 per year.
- HGV Max Members in the Premier tier receive \$500 per year.
- HGV Max Members in the Premier+ tier receive \$700 per year.
- HGV Max Members in the Centum+ tier receive \$1,000 per year.

4. Where can I view my Open Season Credit balance?

Your Open Season Credit balance can be viewed on your Member Dashboard, as well as underneath your account information, after you log in to your Member website.

5. Can my Open Season Credit be saved or rolled over to the following year?

No. Open Season Credits can only be redeemed in the calendar year in which the credit is granted.

6. Can I use my Open Season Credit for multiple reservations?

Yes. The Open Season Credit can be used on a single Open Season reservation or across multiple Open Season reservations until the credit has been spent. Once the Open Season Credit

is spent, you will be responsible for the remaining Open Season cash rates and taxes thereafter.

7. Can my Open Season Credit be used during a Guest Certificate stay?

No. To use the Open Season Credit, you must be staying during the reservation.

8. Can I use my Open Season Credit toward food and beverages, retail services, parking, annual Club Dues, transaction fees, maintenance fees, property fees or gratuities?

No. Your Open Season Credit can only be applied toward Open Season cash-rate stays when booking a reservation at select properties.

9. Can I use my Resort Credit when staying at a resort to which the Open Season Credit is applied?

Yes. When using your Open Season Credit to stay at a participating resort within Hilton Grand Vacations' portfolio, you can also use your Resort Credit for retail, food and beverage purchases at participating locations.

10. My check-in date is on December 31 and my check-out date is on January 3. Does the Open Season Credit apply based on my check-in or check-out date?

For Open Season reservations spanning multiple calendar years, the Open Season Credit from the calendar year of the check-in date will be applied.

For example, if your Open Season reservation has a check-in date of December 31, 2024, then you will have your 2024 Open Season Credit applied toward the reservation. If your 2024 Open Season Credit has already been used, you cannot apply your 2025 Open Season Credit toward the reservation.

11. Can I use my Open Season Credit for reservations at affiliate resorts, including Great Wolf's Lodge and/or Fiesta Americana?

No. The Open Season Credit may only be redeemed at participating HGV resorts.

12. Will my Open Season Credit be applied at the time of booking, or will I be refunded the credit balance after check-out?

The Open Season Credit will be applied at the time of booking an Open Season reservation. During the booking process for an Open Season reservation, you will be asked to select the amount of available Open Season Credit you would like to apply toward your reservation and, if there's a remaining cash balance after the credit is applied, you will be prompted to enter an additional payment method to book your reservation.

13. I was an HGVClub Member in the Elite tier before joining HGV Max. With an Open Season Credit launching for Members with HGV Max benefits, do I still receive the Elite Open Season rate discount as well?

No. While we worked to launch the Open Season Credit for Members with HGV Max benefits, we previously maintained access to Open Season rate discounts for former HGVClub Members in the Elite tier who are now part of HGV Max. However, the Open Season Credit now replaces the Open Season rate discount. Thus, Members will not have access to both.