

SECRET



Seacret 7-Night Stay GetAway FAQ

01

WHAT IS INCLUDED IN A 7-NIGHT STAY GETAWAY?

The 7-Night Stay GetAway includes 7 nights (accommodations only) towards a 7-night stay for a *minimum of 2 adults at many resorts and condominiums worldwide. Rooms range in size and offer spacious accommodations with resort amenities. General availability offers accommodations (at no additional charge) or the added flexibility of upgrades which offer a wider-range of travel options (larger unit sizes, more highly demanded seasons) for a fee. The upgrade fee is for the entire week (7 nights), not per night or per person. Inventory is refreshed and updated daily.

*Units can accommodate 2 – 8 people depending on max occupancy stated in the details for each property and unit type. If the unit holds more than 2 people, all occupants' stay will be covered for the 7 nights – not to exceed max occupancy rules.

ARE THERE TAXES OR ADMIN FEES DUE WHEN CLAIMING A 7-NIGHT STAY GETAWAY VOUCHER?

A one-time \$50 fee will be charged at the time of claiming for admin fees and taxes.

02

SECRET

03

WHAT TYPE OF ACCOMMODATIONS ARE AVAILABLE?

All accommodations are for a 7 night stay with a fixed check-in day and range in size from studios to 2+ bedrooms. The 2+ bedroom units are oftentimes condominiums which can give you more than just hotel room space and are designed to make you feel right at home even when you are halfway around the world.

04

WHAT TYPES OF AMENITIES ARE AVAILABLE AT THE PROPERTIES?

The resorts often offer all the convenience and comforts of home with kitchens, living/dining rooms and laundry facilities. Along with spacious accommodations come the resort activities you would expect, pools, gyms and planned family activities.

05

WHAT DESTINATIONS AND DATES ARE AVAILABLE TO BOOK?

Resort locations are worldwide and based on availability. The program is designed to be used for seasonal travel. Seasonal availability can vary according to destination. Destinations and travel times are subject to availability and confirmed on a first come, first served basis.

ARE THERE ADDITIONAL FEES DUE AT BOOKING OR AT THE PROPERTY?

The voucher includes only accommodations and specifically excludes travel costs, taxes, all-inclusive fees (as applicable), and other expenses that may be incurred. Offer may not be combined with any other promotion, discount, or coupon. All prices are based in U.S. dollars (USD). Additional terms and conditions, including upgrade fee options, are available when you redeem your voucher. Other restrictions may apply.

06

07

WHEN DOES MY 7-NIGHT STAY VOUCHER EXPIRE?

The 7-Night Stay voucher expires one year from the date issued. This date is imprinted on the voucher. The voucher is active immediately after issuance. Accommodations must be booked before the expiration (book by date) on your voucher; however travel may commence after the expiration date of the certificate. We offer up to 12 months of advance search depending on the certificate type.

08

HOW DO I REDEEM MY 7-NIGHT VOUCHER AND BOOK MY ACCOMMODATIONS?

Follow the link in the email containing your Voucher to create an account and register your voucher. The Voucher will remain valid until: (1) it is redeemed by booking accommodations or (2) it expires.

SOME RESORTS AND HOTELS SHOW “NO CHARGE ACCOMMODATIONS AVAILABLE” WHAT DOES THIS MEAN?

If the property shows “no charge accommodations available” this property has availability for you to book your 7-night stay at no additional cost (accommodations only). You will be able to see the available dates this applies to by clicking on “see resort” or “see available dates”.

09

10

HOW FAR IN ADVANCE CAN I BOOK MY TRAVEL?

Typically, the properties and/or dates with no additional charge at booking (marked as "no charge accommodations available") have travel dates within the next 30 days. Check back often as the inventory does update daily and additional dates may be added.

SOME PROPERTIES DISPLAY A COST, WHAT DOES THIS MEAN?

These properties and/or dates are considered upgrades and the price you see displayed is for the full 7 nights for the listed occupancy at the corresponding property. You will be able to see the available dates this applies to by clicking on “see resort” or “see available dates”.

11

12

CONTACT US NEED HELP?

Call us toll-free at 866-280-7823.

Customer Service is Available:

Monday - Friday: 8:00 AM - 9:00 PM ET

Saturday: 9:30 AM - 6:00 PM ET Sunday: CLOSED

HOW CAN I FIND OUT MORE ABOUT MAXIMUM OCCUPANCY?

The number of bedrooms and max occupancy is detailed next to weekly availability on the resort details page.

13

14

WHAT IS AN UPGRADE?

For an additional dollar amount, typically ranging from \$220 USD to \$1,400 USD, you may be able to access additional inventory and reserve a one week (7 nights) stay for a higher redemption fee depending upon the property and dates selected. The upgrade fee is for the entire week, not per night or per person. IMPORTANT: Peak seasons can vary according to date and destination.

HOW OFTEN IS RESORT AVAILABILITY UPDATED ON THE WEBSITE?

Availability is updated multiple times a day.

15

16

CAN I FIND ACCOMMODATIONS ANY TIME OF THE YEAR, INCLUDING HOLIDAYS?

The program is designed to be used for seasonal travel. Seasonal availability can vary according to destination.

CAN I STAY LESS THAN 7 NIGHTS?

Yes, you can stay less than 7 nights. However, you will not receive a refund for any remaining nights on your booking (same applies for upgraded bookings). If you plan on arriving after the scheduled check-in date, you should contact the resort directly and advise them of your late arrival. IMPORTANT: You cannot arrive before the check-in date.

17

18

DO I NEED AN ACTUAL PRINTED VOUCHER TO CHECK-IN?

No. Please print your booking confirmation that was emailed to you and present it at the resort check-in desk.

WHAT IF MY VOUCHER IS ABOUT TO EXPIRE AND I CANNOT FIND THE RESORT I WANT?

Vouchers expire 12 months from the date of issuance. You may extend your voucher on your account page for another 6 months online for a fee. IMPORTANT: We encourage you to be flexible in your destination choice and/or travel dates.

19

20

CAN I GIVE MY 7-NIGHT VOUCHER TO SOMEONE ELSE?

No, you cannot give the 7-Night Voucher to someone else.

21

WHAT IF I HAVE A QUESTION THAT I CANNOT FIND AN ANSWER TO?

Call toll-free at 866-280-7823 or complete the form on the Contact Us page (link found in the footer) and a Vacation Guide will respond within 48 hours.

Customer Service is Available:

Monday - Friday: 8:00 AM - 9:00 PM ET

Saturday: 9:30 AM - 6:00 PM ET

Sunday: CLOSED

22

I'VE BOOKED MY ACCOMMODATIONS AND CANNOT GO ANYMORE. CAN I CHANGE MY RESERVATION?

It is not possible to change or transfer the booking once your accommodations are booked. However, you can add another traveler to the confirmation by calling the Call Center.

23

IS ATTENDING A SALES PRESENTATION MANDATORY?

It is not required to attend a sales presentation when redeeming the certificate.

24

WHAT ARE ALL THE STEPS INCLUDED IN BOOKING A 7-NIGHT STAY?

1. Locate your email with your Voucher enclosed (from donotreply@resortcerts.com).
2. Open electronic envelope.
3. Follow these instructions in the email.
4. Go to www.resortcerts.com.
5. Create an Account.
 1. Your Voucher Number will Automatically Populate on the Account Creation Page
6. Complete Registration.
7. Verify Email Sent to Your Email Address Provided.
8. Login .
9. Choose Registered Certificates tab.
10. Find Your Vacation and Choose "Explore and Redeem Certificate" from Actions dropdown and start searching!.
11. Book - Choose your desired resort availability and complete the booking process.

Note: You can access this page at any time to see your booking details in the "My Bookings" tab

25

WHEN SHOULD I BOOK MY FLIGHTS IF NEEDED?

Please do not purchase any flight or travel tickets until you are in possession of a valid resort confirmation.

IS THERE A MINIMUM AGE REQUIREMENT TO TRAVEL TO A RESORT IN THE 7-NIGHT STAY PROGRAM?

Only the person booking the Resort may check in at the Resort. Must be 21 years of age or older. Guest(s) under 21 must be accompanied by parent, relative or guardian 25 years of age or older.

26

27

CAN I PLAN A TRIP WITH OTHER PEOPLE WHO ALSO HAVE A 7-NIGHT STAY GETAWAY?

The 7-Night Stay program is not a group booking offering. If someone else who has a 7-Night Stay voucher is able to find availability at the same resort and the same time as your vacation, they can book that stay, but there is limited availability per property and date. Bookings are available on a first-come first-served basis and the number of rooms available on a particular date is not guaranteed. Booking Agents CANNOT make reservations on behalf of a member so please do not ask a booking agent to assist with booking for one or more vouchers.

Destinations and travel times are subject to availability and confirmed on a first come, first served basis. Offer includes only accommodations and specifically excludes travel costs and other expenses that may be incurred.

Promotional discounts may not apply to all properties. Offer may not be combined with any other promotion, discount or coupon. Other restrictions may apply. Offer void where prohibited by law. Some resorts require that an all-inclusive fee be paid. Additional taxes may apply.