

WYNDHAM  
REWARDS®

*You've earned this.®*



Wyndham  
Rewards®



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## Congratulations, you've earned this!

As a CLUB WYNDHAM® ASIA Member you are eligible to join Wyndham Rewards, the largest hotel loyalty program in the world.

## What is Wyndham Rewards?

Wyndham Rewards is the world's largest hotel rewards program based on the number of participating hotels and is offered exclusively by Wyndham Hotel Group. The program enables CLUB WYNDHAM ASIA Members to earn Wyndham Rewards points on stays at participating hotels which can be redeemed towards hotel stays, car rentals, gift cards, Annual Levies and more!

## Wyndham Rewards offers its Members:

- More than 25,000 hotels and resorts
- Hotel night stays at participating properties globally
- Hundreds of other reward options such as gift cards and merchandise
- Special offers for hotels and provider promotions
- CLUB WYNDHAM ASIA Members also gain exclusive redemption options.



## Member Contact information

CLUB WYNDHAM ASIA Members can visit **WyndhamRewards.com** or call the below phone numbers for additional information about this benefits.

**Email:** (MEMBER SERVICES)  
asia.service@wyn.com

**Phone:** (INDONESIA) 007 803 651 0043  
(THAILAND) 1800 011 300  
(MALAYSIA) 1800 806 753  
(PHILIPPINES) 1800 165 10797  
(CHINA) 400 920 0896  
(SINGAPORE) 6697 7277 (Non- ITFS)  
(INTERNATIONAL) +65 6697 7277  
(Non-ITFS)

**Website:** ClubWyndhamAsia.com



# EARN Wyndham Rewards Points

## Hotel and Resort Stays

With more than 25,000 hotels globally, Wyndham Rewards makes it easy to earn points.

There's something for everyone, with brands including Wyndham Hotels and Resorts®, Ramada®, TRYP by Wyndham® and many more.

For every qualified stay at a participating hotel, you'll receive either:

- **10 Wyndham Rewards points for every US\$1<sup>^</sup>** you spend or
- **1,000 Wyndham Rewards points**, whichever is more.

Points are earned for dollars spent on room rate\* only, except at Wyndham Hotels and Resorts properties, where 10 points are earned per each dollar spent on the total folio<sup>^</sup>. **Wyndham Rewards can only be earned at non-CLUB WYNDHAM ASIA apartments**, so get out and explore the world beyond your Club resorts!

Wyndham Rewards points will usually be posted to your account two to four weeks after the activity through which they were earned.

Please see full Terms and Conditions at [wyndhamrewards.com/terms](https://wyndhamrewards.com/terms)

\*Earning points based on room rate do not include costs associated with taxes, food and beverage, telephone and other incidental expenses incurred during a Member's stay at a participating hotel. It also excludes services charged by third-parties to the hotel.

<sup>^</sup>Wyndham Rewards points earned are subject to change from time to time and will be communicated to Members.



# REDEEM Wyndham Rewards Points

Where will your points take you?

## Hotel Stays

CLUB WYNDHAM ASIA Members can redeem Wyndham Rewards points for nights at any time. There are **no blackout dates at participating properties**, so you can stay at any of these hotels and resorts whenever\* you like. **Wyndham Rewards can only be used at non-CLUB WYNDHAM ASIA apartments**, so get out and explore the world beyond your Club resorts!

Redeeming is easy. Simply login to [wyndhamrewards.com](https://www.wyndhamrewards.com) with your username and password. You can use the search function on the left-hand side of the page to search availability and confirm reservations using Wyndham Rewards points.

OPTION  
1

**go free<sup>SM</sup>**

15,000\* points gets you a FREE night everywhere at any participating Wyndham Rewards hotels, homes and condos<sup>1</sup>

OPTION  
2

**go fast<sup>SM</sup>**

Get a night for just 3,000\* points plus some cash at participating Wyndham Rewards hotels, homes and condos<sup>2</sup>

\*Subject to availability at hotels and resorts.

<sup>1</sup>Good for one standard room at a participating hotel, up to room's maximum occupancy, subject to availability. Most properties: applies to room rate only, including taxes. Certain all-inclusive properties: also applies to meals and other amenities for up to two guests. Visit [wyndhamrewards.com/redeem](https://www.wyndhamrewards.com/redeem) for full Terms and Conditions.

<sup>2</sup>Not all Wyndham Rewards hotels participate in the *go fast<sup>SM</sup>* award program. Amount of cash required for a *go fast<sup>SM</sup>* will vary by hotel. Good for one standard room, up to room's maximum occupancy, subject to availability. Most properties: applies to room rate only, excluding taxes. Certain all-inclusive properties: also applies to meals and other amenities for up to two guests. Visit [wyndhamrewards.com/redeem](https://www.wyndhamrewards.com/redeem) for full Terms and Conditions.



## Important Note

Same-day reservations cannot be cancelled and must be booked through the Wyndham Rewards contact centre during normal business hours. Please refer to Member Contact Information on page 4.

## Gift Certificates/Gift Cards/ Store Value Cards

As a CLUB WYNDHAM ASIA Member, you can redeem Wyndham Rewards points for gift certificates, gift cards and store value cards from providers directly affiliated with the Wyndham Rewards program.

Visit [wyndhamrewards.com](http://wyndhamrewards.com) for full list of participating retailers.

**Please Note:** The rewards available to you are based in your country of residence. Once you've signed in, you can only redeem points for items that can be shipped to the address on your profile.

## Merchandise

CLUB WYNDHAM ASIA Members can redeem Wyndham Rewards points for merchandise including lifestyle and beauty products and much more!

## CLUB WYNDHAM ASIA Annual Levy

As a CLUB WYNDHAM ASIA Member, you can use your Wyndham Rewards points towards payment of your Annual Levies.

**10,000 Points = US\$60\***

\*Exchange rate is subject to change from time to time and will be communicated to Members.

To redeem a reward, simply login to [wyndhamrewards.com](http://wyndhamrewards.com) with your username and password and click on the 'Redeem' Tab.

## Exchange Program

As a CLUB WYNDHAM ASIA Member you can exchange your CLUB WYNDHAM ASIA Member Points for Wyndham Rewards points. This allows you to holiday at more than 25,000 hotels across the globe.

Please note there is a fixed **exchange fee of US\$49** payable at the time of the exchange request regardless of the total amount of Member points converted.

Submit your exchange request by completing an online exchange form on [ClubWyndhamAsia.com](http://ClubWyndhamAsia.com) or call your Member Services Team. Please refer to Member Contact Information on page 4.

Tier Level	Exchange Limit Annual Member Points
Gold Emerald)	Exchange of Points is not available, to learn more about this benefit contact your Member Services team
Gold Sapphire)	Exchange up to 20,000 Points every Anniversary Year
Platinum (Ruby)	Exchange up to 35,000 Points every Anniversary Year
Platinum (Diamond)	Exchange up to 63,000 Points every Anniversary Year

\*Conditions apply. Exchange rate is subject to change from time to time which will be communicated to members. An exchange fee of US\$49 is payable at time of the exchange. For full details and Wyndham Exchange Program terms and conditions, please refer to page 10 of this guide.

# Frequently Asked Questions

## General

### 1. What is Wyndham Rewards?

Wyndham Rewards is the world's largest hotel rewards program based on the number of participating hotels and is offered exclusively by Wyndham Hotel Group. The program enables Wyndham Rewards members to earn Wyndham Rewards points which can be redeemed towards hotel stays, car rentals, gift cards, annual levies and more!

### 2. Do Wyndham Rewards points expire?

Yes. Wyndham Rewards points expire four years after the date they are posted to the Wyndham Rewards account unless they are forfeited due to inactivity (usually 18 months) as defined by the program's Terms and Conditions available at [wyndhamrewards.com](https://www.wyndhamrewards.com)

### 3. What is the cancellation policy for free hotel night reservations?

The cancellation policy applicable to a Member's reservation will be displayed, in the case of an online reservation, or explained, in the case of a reservation made with Member Services, prior to finalisation of the reservation.

If a Member cancels his/her reservation through Wyndham Rewards Member Services or online at [wyndhamrewards.com](https://www.wyndhamrewards.com) in accordance with the applicable cancellation policy, all points redeemed for the *go free* or *go fast* award will automatically be returned to his/her account (provided they have not expired as of the date of such cancellation). If a Member cancels his/her *go free* or *go fast* award reservation outside of the applicable cancellation policy, he/she will forfeit the points for such reservation and he/she will be obligated to pay the cash portion of the *go fast* award reservation.

### 4. Does the Wyndham Rewards program offer anything special for CLUB WYNDHAM ASIA Members?

Yes! CLUB WYNDHAM ASIA Members can redeem Wyndham Rewards points to make a payment towards their Annual Levies.

### 5. How do I modify my name on my Wyndham Rewards account?

In order to modify the name on your account, please provide the information to:

**Wyndham Rewards Member Services** by fax at 1-800-306-0671 or by mail to P.O. Box 4888, Aberdeen, SD 57402-4888

- Wyndham Rewards Membership number
- Current name on account
- New name required for account
- Copy of certified legal documentation of the name change (i.e. marriage certificate, driver's license, divorce decree, etc)

Please visit [wyndhamrewards.com/services/faq/](https://www.wyndhamrewards.com/services/faq/) for more frequently asked questions.

Your CLUB WYNDHAM ASIA Membership is linked to your Wyndham Rewards Membership. Your Wyndham Rewards account will be automatically created with the primary CLUB WYNDHAM ASIA Member name.

## Exchange Benefit

### 1. How does the exchange of CLUB WYNDHAM ASIA Member Points for Wyndham Rewards points work?

CLUB WYNDHAM ASIA Members have the ability to exchange Member Points for Wyndham Rewards points through the Wyndham Rewards program, allowing CLUB WYNDHAM ASIA Members to holiday at over 25,000 additional hotels across the globe.



You can exchange your Member Points to Wyndham Rewards points by contacting Member Services. Please refer to Member Contact Information on page 4.

### **2. What types of CLUB WYNDHAM ASIA Member Points are eligible to be converted to Wyndham Rewards points?**

Member Points purchased by CLUB WYNDHAM ASIA Members directly from the Developer or other Member Points including awarded Bonus Points. This excludes Flexistay or Flexistay Advance Points, borrowed and saved Member Points.

### **3. Can a CLUB WYNDHAM ASIA Member convert their points every year?**

Yes, qualified CLUB WYNDHAM ASIA Members may exchange their Member Points towards Wyndham Rewards Points every Anniversary Year up to the Annual Point Exchange Cap\* as detailed below. The exchange rate is subject to change from time to time, which will be communicated to Members.

#### **GOLD Emerald:**

Exchange of Points is not available, to learn more about this benefit contact your Member Services team.

#### **GOLD Sapphire:**

20,000 points every Anniversary Year

#### **PLATINUM Ruby:**

35,000 points every Anniversary Year

#### **PLATINUM Diamond:**

63,000 points every Anniversary Year

\* Annual Point Exchange Cap excludes CLUB WYNDHAM ASIA Founding Members, please refer to your Member Certificate for details regarding this benefit.

### **4. Am I able to exchange Member Points that are due to expire this year?**

Yes, however Member Points require a minimum of 45 days' validity to be accepted for an exchange.

### **5. How long will it take from exchanging my Member Points until Wyndham Rewards points appear in my Wyndham Rewards account?**

Wyndham Rewards points will appear in your Wyndham Rewards account within 14 business days after the exchange transaction is finalised.

### **6. What is the exchange rate?**

For every 7,500 Wyndham Rewards points, 1,000 Member Points will be converted for CLUB WYNDHAM ASIA Members. This is subject to change.

### **7. Is there a cost to convert Member Points to Wyndham Rewards points?**

Yes. There is a US\$49 exchange fee payable for each exchange request at the time of the exchange request regardless of the total amount of Member Points converted.

### **8. What if I change my mind after exchanging Member Points for Wyndham Rewards points?**

The choice to convert your Member Points to Wyndham Rewards points is a final transaction and the converted Member Points cannot be returned to your CLUB WYNDHAM ASIA Member account.

### **9. Can a CLUB WYNDHAM ASIA Member submit an exchange request online?**

Yes. This can be done by completing the online exchange form at [ClubWyndhamAsia.com](http://ClubWyndhamAsia.com)

### **10. Where can I find my Wyndham Rewards Member number?**

Wyndham Rewards member numbers will be printed on your Club Wyndham Asia Member Card.



## Terms and Conditions

### General Information, Earning and Redeeming

For general information, earning and redeeming Terms and Conditions please visit the [wyndhamrewards.com](http://wyndhamrewards.com).

### CLUB WYNDHAM ASIA Annual Levy

1. Once you have exchanged Wyndham Rewards Points towards payment of your Annual Levies, the specified amount will be credited to your CLUB WYNDHAM ASIA Member account and will automatically be applied to your next levy payment. Please allow seven business days processing time.
2. Payment of Annual Levies using Wyndham Rewards points is non-refundable.

## Wyndham Rewards Exchange

1. The exchange of Qualified CLUB WYNDHAM ASIA Member Points for Wyndham Rewards points can be facilitated either: **Online** by submitting Wyndham Rewards exchange form at **ClubWyndhamAsia.com** your Member Services team, refer page 4 for contact details.
2. For every 1,000 Member Points converted, 7,500 Wyndham Rewards points are provided. This is subject to change from time to time and will be communicated to Members.
3. CLUB WYNDHAM ASIA Member points used towards this feature require a minimum of 45-day validity to be accepted.
4. Members may exchange their CLUB WYNDHAM ASIA Member Points towards this benefit every Anniversary Year up to the Annual Point Exchange Cap\* as detailed below.

### **GOLD Emerald:**

Exchange of Points is not available , to learn more about this benefit contact your Member Services team.

### **GOLD Sapphire:**

20,000 points every Anniversary Year

### **PLATINUM Ruby:**

35,000 points every Anniversary Year

### **PLATINUM Diamond:**

63,000 points every Anniversary Year

\*Annual Point Exchange Cap excludes CLUB WYNDHAM ASIA Founding Members, please refer to your Member Certificate for details regarding this benefit. Anniversary Year means the one-year period commencing each year on the Anniversary Date and ending at the end of the day on the day prior to the next Anniversary Date, but in the first year means the period from the date of first sale of Member Points to the end of the day prior to the next Anniversary Date.

\*Conditions apply. Exchange rate is subject to change from time to time, which will be communicated to Members. An US\$49 exchange fee is payable at time of the exchange. For full details and Wyndham Exchange Program Terms and Conditions, please see page 10 of this guide.

5. There is a US\$49 exchange fee payable for each exchange request at the time of the exchange request regardless of the total amount of Member Points converted.
6. The choice to convert CLUB WYNDHAM ASIA Member Points to Wyndham Rewards points is a final transaction and the converted CLUB WYNDHAM ASIA Member Points will not be returned to the CLUB WYNDHAM ASIA Member account.
7. Wyndham Rewards points will appear in the Wyndham Rewards account within 14 business days after the exchange transaction is completed.
8. CLUB WYNDHAM ASIA Members can login to their Wyndham Rewards account at **wyndhamrewards.com** to view their available points balance.

9. Wyndham Rewards points expire four years after the date they are posted to the Wyndham Rewards account unless they are forfeited due to inactivity (usually 18 months) as defined by the program Terms and Conditions on **wyndhamrewards.com**.

To find out the validity of your points, please login to [wyndhamrewards.com](http://wyndhamrewards.com) or contact Wyndham Rewards on +800-367-87477.

10. CLUB WYNDHAM ASIA Member Points that have been purchased directly from CLUB WYNDHAM ASIA are eligible to be converted to Wyndham Rewards points including awarded Bonus Points or borrowed Member Points.
11. If a CLUB WYNDHAM ASIA Member is trialling a higher tier, a Wyndham Rewards exchange may be facilitated (provided rules and exchange caps above are adhered to) per the tier they are trialling.
12. Please refer to [wyndhamrewards.com](http://wyndhamrewards.com) for the most recent list of redemption options and Wyndham Rewards program Terms and Conditions.

# WYNDHAM REWARDS®

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ASIA



[wyndhamrewards.com](http://wyndhamrewards.com)  
[ClubWyndhamAsia.com](http://ClubWyndhamAsia.com)

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DOLCE  
HOTELS AND RESORTS

WYNDHAM GRAND™

WYNDHAM™

WYNDHAM  
GARDEN™

TRYP  
BY WYNDHAM

WINGATE™  
BY WYNDHAM

HAWTHORN™  
SUITES BY WYNDHAM

MICROTEL™  
BY WYNDHAM

RAMADA  
WORLDWIDE

RAMADA  
encore

BAYMONT™  
INN & SUITES

Days Inn

Super  
8

Howard Johnson™

Travelodge

Knights  
Inn