

# HRC

HRC  
HYATT  
RESIDENCE CLUB



PORTFOLIO PROGRAM

YOUR  GUIDE

FROM HERE YOU CAN SEE THE WORLD®

## Welcome to Hyatt Residence Club

Your decision to join the Portfolio Program illustrates a commitment to your family's well-being. Vacations are a vital way to reconnect with your loved ones and create lasting memories together.

Your vacation needs and aspirations are as unique as you are. And they'll likely change over time. That's why we created the Portfolio Program, your flexible reservation and exchange network.

The Portfolio Program is a points-based reservation and exchange system. Use your Portfolio Points to vacation the way you want each year, choosing from a world of destinations, resorts, and other travel experiences.

Year after year, you can tailor the perfect time together. Whether it's the entire family or just the two of you. Because a good vacation changes everything.



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# PORTFOLIO PROGRAM

## OVERVIEW

Your Ownership is like a key. And you can use it to open the door to a world of endless vacation possibilities. It all starts with your portfolio of nine resort properties. Each includes dedicated inventory in a real estate trust, in which you own a deeded beneficial interest.

## PORTFOLIO PROGRAM RESORTS

### ARIZONA

*Hyatt Residence Club Sedona, Piñon Pointe*

### CALIFORNIA

*Hyatt Residence Club Carmel, Highlands Inn*

### COLORADO

The Aspen Mountain Residences\*

### FLORIDA

*Hyatt Residence Club Bonita Springs, Coconut Plantation*

*Hyatt Residence Club Key West, Beach House*

*Hyatt Residence Club Key West, Sunset Harbor*

*Hyatt Residence Club Key West, Windward Pointe*

### NEVADA

*Hyatt Residence Club Lake Tahoe, High Sierra Lodge*

### TEXAS

*Hyatt Residence Club San Antonio, Wild Oak Ranch*

\* The Aspen Mountain Residences is not managed by HV Global Management Corporation or any of its affiliates. A 3-night minimum stay is required.





**LET'S GO**

# Five Ways To Play With the Portfolio Program







## GET TO KNOW **YOUR OPTIONS**

1

### **PRIORITY ACCESS**

Receive Priority Access to reserve vacations at your Portfolio Program resorts.

2

### **CLUB-TO-CLUB EXCHANGE**

Stay within the entire network of *Hyatt Residence Club* resorts with Club-to-Club exchanges.

3

### **VACATION ADD-ONS**

Enjoy curated destination experiences and culinary tours.

4

### **WORLD OF HYATT®**

Convert your Hyatt Portfolio Points into World of Hyatt® Bonus Points and redeem them for stays at 1,200+ Hyatt hotels around the world.

5

### **INTERVAL INTERNATIONAL®**

Expand your vacation horizons through Interval's network of more than 3,000 resorts in over 80 nations.



The Portfolio Program gives you the flexibility to vacation at any of the Portfolio Program resorts using Portfolio Points. You'll receive Priority Access during the Owner Reservation Period (ORP), at which time you can:

- Reserve 1- to 30-night stays within the Use Year of your Portfolio Points
- Schedule your arrival and departure for any day of the week
- Reserve accommodations of any size to best fit your needs

### 12-6 MONTHS PRIOR TO ARRIVAL

You may reserve vacations at Portfolio Program resorts using your Portfolio Points, based on availability. The Priority Access reservation window – available only to Portfolio Points Owners – is open 12 months to 6 months before your preferred arrival date.



All reservations are confirmed based on availability.

### REQUEST LIST

- To improve your chances of getting the reservations you want most, you may add your desired vacation to a request list. The request list timeframe depends on your Membership Tier as shown in the chart below. Your Membership Tier is determined by the number of Portfolio Points you own.
- The number of vacation requests accepted and which may be booked is determined by your Membership Tier and can be found in the chart below.
- Requests are fulfilled on a first-come, first-served basis.

MEMBERSHIP TIER*	REQUEST LIST TIMEFRAME	VACATION REQUESTS
<b>CLASSIC</b> UP TO 2,200 PORTFOLIO POINTS	Up to 14 months prior to arrival	1 reservation for up to 7 nights
<b>EXECUTIVE</b> 2,201-4,399 PORTFOLIO POINTS	Up to 15 months prior to arrival	1 reservation for up to 7 nights
<b>PREMIER</b> 4,400-6,599 PORTFOLIO POINTS	Up to 16 months prior to arrival	1 reservation for up to 7 nights
<b>ELITE</b> 6,600 OR MORE PORTFOLIO POINTS	Up to 18 months prior to arrival	1 reservation for up to 14 nights <b>or</b> 2 reservations for up to 7 nights each

\*The number of Portfolio Points in your account determines your Membership Tier and the percentage of World of Hyatt® Bonus Points you may convert. Knowing your current tier will help you plan your vacations, as higher tiers offer more flexibility.

### REQUEST LIST CRITERIA

- For your request to be confirmed and your reservation booked, you must have a sufficient number of Portfolio Points in your account and the maintenance fees must be current on the Points being used.
- The Use Year of your Portfolio Points must match the Use Year of your check-in date.

# 1 PRIORITY ACCESS

## CANCELLATION POLICY FOR VACATIONS BOOKED DURING THE OWNER RESERVATION PERIOD (ORP)

The following chart shows the redistribution of Points and applicable fees for each cancellation window. Restricted Portfolio Points may still be banked for a future Use Year or transferred, but the restrictions still apply.

CANCELLATION OCCURS		
91 DAYS OR MORE PRIOR TO ARRIVAL	61 TO 90 DAYS PRIOR TO ARRIVAL	0 TO 60 DAYS OF ARRIVAL
Portfolio Points are returned unrestricted	Portfolio Points are returned unrestricted	Portfolio Points are returned unrestricted, and may only be used to confirm a new vacation within 59 days of arrival
No fee	Owner pays a cancellation fee of \$57 via phone \$51 via website	Owner pays a cancellation fee of \$57 via phone \$51 via website

## ACCOMMODATIONS GUARANTEE

Accommodations Guarantees using additional Portfolio Points may be possible for such things as floor level, view, etc. Accommodations vary by resort, and not all resorts offer them. Accommodations Guarantees are only offered when speaking over the phone to the GO HYATT team and confirmed at the time of booking. The number of points required depends on your Membership Tier.\*

Accommodations Guarantees are not offered when using automated processes such as a request list or waitlist (any request placed after the reservation window has already opened).

MEMBERSHIP TIER**	PORTFOLIO POINTS REQUIRED TO CONFIRM AN OFFERED ACCOMMODATIONS GUARANTEE
<b>CLASSIC</b> UP TO 2,200 PORTFOLIO POINTS	100
<b>EXECUTIVE</b> 2,201-4,399 PORTFOLIO POINTS	75
<b>PREMIER</b> 4,400-6,599 PORTFOLIO POINTS	50
<b>ELITE</b> 6,600 OR MORE PORTFOLIO POINTS	25

\* Subject to additional restrictions imposed by the reservation operator from time to time. The reservation operator may modify or cancel the accommodations confirmations or special request programs at any time.

\*\* The number of Portfolio Points in your account determines your Membership Tier and the percentage of World of Hyatt® Bonus Points you may convert. Knowing your current tier will help you plan









# 2 CLUB-TO-CLUB



## EXCHANGES AND RESERVATIONS

To further expand your travel options, we're pleased to provide you access to all *Hyatt Residence Club* resorts through the Club-to-Club Exchange Benefit. This is one more way to experience unparalleled vacations, and allows you to:

- Make reservations for full weeks, or 2-, 3-, or 4-night stays from 12 months to 1 day before your preferred arrival date
- Add your travel dates to a request list up to 18 months prior to your preferred arrival date, depending on your Membership Tier; when your request becomes available, you will receive a confirmation that your reservation has been booked

When placing a request for *Hyatt Residence Club* reservations, you'll need to provide a credit card with an expiration date that's valid through the requested travel dates. Your card will be charged when the reservation is confirmed. You'll also need to have the required number of Portfolio Points available in your account at that time. When you reserve using Portfolio Points you've borrowed from a future Use Year, that year's estimated maintenance fees and taxes, plus a booking fee, will be charged to your credit card. Seamlessly book dates and select your preferred accommodations based on the reservation window and number of active, banked, and borrowed Portfolio Points available.

## CANCELLATION POLICY FOR CLUB-TO-CLUB EXCHANGE RESERVATIONS

CANCELLATION POLICY FOR CLUB-TO-CLUB EXCHANGE	
61 DAYS OR MORE PRIOR TO ARRIVAL	WITHIN 60 DAYS OF ARRIVAL
Portfolio Points are returned unrestricted	Portfolio Points are returned unrestricted, and may only be used to confirm a new vacation with 59 days of arrival
Owner pays a cancellation fee of \$57 via phone \$51 via website	Owner pays a cancellation fee of \$57 via phone \$51 via website



## OTHER EXPERIENCES DESIGNED TO COMPLEMENT YOUR VACATION

Your vacation time is valuable. Use your Portfolio Points to reserve unique experiences through our trusted third-party travel partners. From on-site food and beverages to local excursions at select Portfolio Program resorts, you can enjoy even more with your Portfolio Points.

- Culinary Tours:
  - Book a customizable food-centric tour and enjoy the expertise of a guide and time to explore the area on your own.
- Local Excursions (select properties):
  - Book experiences like catamaran tours, outdoor excursions, golf, and more. These local excursions are typically for two people and need to be booked at least 14 days in advance.
  - A confirmed reservation is required to book local excursions.
- Destination Credits (select properties):
  - Redeem your Portfolio Points for Destination Credits to use for eligible on-site food and beverage options.
  - Destination Credits need to be purchased at least 3 days before check-in.
  - A confirmed reservation is required to purchase Destination Credits.





# 3 VACATION ADD-ONS





GO



# 4 WORLD OF HYATT

As a Portfolio Program Owner, you'll enjoy additional benefits through World of Hyatt®. You can convert your Portfolio Points to World of Hyatt® Bonus Points that can be used at 1,200+ distinctive hotels and resorts across the globe.

You'll also be enrolled in the World of Hyatt® frequent guest program at the Discoverist elite membership status. The normal qualifiers will be waived for the next two years. As a Discoverist, you can earn Base Points, another type of point that can be redeemed for free nights, dining, spa treatments, and more. Base Points are earned through stays and qualifying on-site purchases at World of Hyatt hotels. To maintain the Discoverist level after the initial two-year trial, Owners can meet the normal qualifiers by doing one of the following:

- Spending 10 cumulative nights per calendar year in World of Hyatt hotels
- Earning 25,000 Base Points
- Hosting 3 qualifying meetings, conferences, gatherings, or events

Eligible Owners can exchange their *Hyatt Residence Club* Portfolio Program Points for World of Hyatt Bonus Points subject to applicable terms, conditions, and limitations. All hotel stays and other benefits offered through the World of Hyatt program are also subject to the terms, conditions, and limitations that apply to World of Hyatt Program generally, as determined. World of Hyatt is owned and operated by Hyatt Hotels Corporation.

## OTHER DISCOVERIST BENEFITS

- Earn 5 Base Points for every eligible U.S. dollar spent on hotel stays and on-site dining, spa treatments, and more
- Turn Base Points into free nights with no blackout dates starting at just 5,000 Base Points
- Premium Wi-Fi
- Bottled water each day
- Preferred room within type booked
- Elite check-in
- 2:00 PM checkout upon availability
- American Airlines AAdvantage® Bonus

These World of Hyatt benefits are available at participating Hyatt hotels and resorts worldwide, but do not include the Hyatt Vacation Club resorts.

## PORTFOLIO POINTS TO WORLD OF HYATT BONUS POINTS CONVERSION<sup>1</sup>

MEMBERSHIP TIER <sup>2</sup>	CONVERSION RATIO
<b>CLASSIC<sup>3</sup></b> UP TO 2,200 PORTFOLIO POINTS	1 Portfolio Point to 41 World of Hyatt Bonus Points
<b>EXECUTIVE<sup>3</sup></b> 2,201-4,399 PORTFOLIO POINTS	1 Portfolio Point to 43 World of Hyatt Bonus Points
<b>PREMIER<sup>4</sup></b> 4,400-6,599 PORTFOLIO POINTS	1 Portfolio Point to 45 World of Hyatt Bonus Points
<b>ELITE<sup>4</sup></b> 6,600 OR MORE PORTFOLIO POINTS	1 Portfolio Point to 50 World of Hyatt Bonus Points

<sup>1</sup> The Saturday of Week 52 of the year prior to usage is the deadline for converting points. Only purchases from the Hyatt Vacation Ownership developer may be converted to World of Hyatt Bonus Points. Points purchased through an unauthorized resale may not be converted. A \$133 fee applies when using the Owners' website to convert Points, and a \$143 fee applies when converting by phone. All World of Hyatt benefits are subject to the World of Hyatt terms and conditions and Portfolio Program rules.

<sup>2</sup> The number of Portfolio Points in your account determines your Membership Tier and the percentage of World of Hyatt® Bonus Points you may convert. Knowing your current tier will help you plan your vacations, as higher tiers offer more flexibility.

<sup>3</sup> Classic and Executive Tiers may convert every other year.

<sup>4</sup> Premier and Elite Tiers may convert every year.



## EXCHANGE THROUGH INTERVAL INTERNATIONAL

Your Ownership also includes an Interval Gold® membership with Interval International®. Interval is a leading vacation exchange company that facilitates exchanges to thousands of resorts around the world.

### ADDITIONAL INTERVAL GOLD MEMBERSHIP BENEFITS INCLUDE:\*

- Getaways – low-priced weeklong resort accommodations that don't require Portfolio Points
- Discounts – \$25 off all Getaways
- A 1:1 Portfolio Point to Interval point conversion ratio

You may use either active or banked Portfolio Points to explore the world through Interval's vast resort network\*\*. When you use your active Portfolio Points, you'll need to place an exchange request and confirm the exchange prior to the end of the Use Year of your Portfolio Points.

\* Benefits may be subject to change.

\*\* Participation is subject to Interval International's Terms and Conditions of Membership and Exchange.

## EXCHANGE REQUESTS FOR HYATT VACATION CLUB RESORTS

You may place an Interval exchange request with a priority booking period and reduced exchange fee exclusively to select properties within Hyatt Vacation Club. Priority is given to *Hyatt Residence Club* and Hyatt Vacation Club Owners before the resorts are made available to other Interval members who have pending requests for that property.

### ELIGIBLE HYATT VACATION CLUB PROPERTIES INCLUDE:

- Northstar Lodge, Lake Tahoe, California
- One Village Place, Lake Tahoe, California
- Desert Oasis, Palm Springs Area, California
- The Welk, San Diego Area, California
- The Ranahan, Breckenridge, Colorado
- Sirena del Mar, Cabo San Lucas, Mexico
- The Lodges at Timber Ridge, Branson, Missouri

### UNDERSTANDING TRAVEL DEMAND INDEXES (TDI)

Vacations are broken into regions based on the supply of resorts and the demand to vacation there. Each region's chart ranges from low (50 to 60 TDI value) to medium (65 to 85 TDI value) to peak (up to 90 to 150 TDI value).



BANGKOK, THAILAND

# 5 INTERVAL INTERNATIONAL

## TRAVEL DEMAND INDEX VALUE FOR A 7-NIGHT EXCHANGE REQUEST

- This index represents the number of Interval points required to place an exchange request for a 7-night stay.
- The number of Interval points required depends on the size of the accommodations requested and the TDI value of the dates requested.
- 90 to 150 is high; 65 to 85 is medium; 50 to 60 is low.

PORTFOLIO POINTS REQUIRED FOR FULL-WEEK EXCHANGE

TDI RANGE	STUDIO	1-BEDROOM	2-BEDROOM	3-BEDROOM	4-BEDROOM
90-150	430	870	1,300	1,730	2,160
65-85	360	740	1,100	1,460	1,820
50-60	260	540	800	1,060	1,320



## PLANNING YOUR EXCHANGE WITH INTERVAL INTERNATIONAL

01

### VERIFY YOUR PORTFOLIO POINTS

Log in at [hyattresidenceclub.com](https://hyattresidenceclub.com) or call +1 800.GO.HYATT to access your current Portfolio Points balance.

02

### START PLANNING

The key to success with exchanges is familiarizing yourself with the Travel Demand Index (TDI) grids.

For more information on how to read these grids, please reference the Interval International Travel Planner, which was included in your *Hyatt Residence Club* Owner kit. The points table shown was designed as a quick reference to determine the number of Portfolio Points required for a 7-night stay in your desired exchange accommodations based on the applicable TDI range. Shorter stays are available through Interval based on a ShortStay Exchange® points chart.

03

### MAKE YOUR REQUESTS

Once you have selected your preferred resort, make your request by logging into [intervalworld.com](https://intervalworld.com) or by calling +1 800-GO-HYATT. Select "Interval International Exchange" when prompted and a friendly representative will help get you on your way.

# GETTING THE MOST OUT OF YOUR OWNERSHIP

If you're looking for the inside scoop on how to get the best vacations, you're in the right place. These tips will help make the planning almost as much fun as the traveling.

- Book early. You may use your Portfolio Points for reservations up to 12 months before your check-in, but remember, you can be added to a request list before then. Requests are fulfilled on a first-come, first-served basis.
- Some resorts may be in the Portfolio Program as well as in the *Hyatt Residence Club* network. You may be added to both request lists to increase your chances of getting the vacation you want. This benefit is available exclusively to Portfolio Points Owners.
- Portfolio Points are flexible and can be banked, borrowed, or transferred to another Owner.
- If you own both Portfolio Points and fixed weeks, you can choose an early conversion option. This will turn your home resort week into Portfolio Points. And it may increase your Membership Tier for that Use Year, which gives you greater flexibility in using your Ownership. For more information about the early conversion option, see the "Converting *Hyatt Residence Club* Points" section in this guide.
- Visit [clubhouse.hyattresidenceclub.com](https://clubhouse.hyattresidenceclub.com) to see your Account Summary. This dynamic vacation planning tool will provide you with an up-to-date summary of your Portfolio Points, show you the dates of your reservation periods, and help you stay on top of your Ownership so you don't miss out on a single great vacation.



## ADDITIONAL PROGRAM

### YOUR PORTFOLIO USE YEAR

- Portfolio Points are distributed on the Sunday of Week 1, 12 months prior to the Use Year, and expire on the Saturday of Week 52 of the active Use Year.
- Points must be applied toward a vacation for that Use Year (or banked to a future Use Year) before their expiration date.
- Portfolio Points are a flexible currency and may be banked into a future Use Year, or borrowed from a future Use Year to use in the current Use Year. They can even be transferred to another Owner.



HOW TO BANK POINTS TO A FUTURE USE YEAR

- You may bank some or all of your Portfolio Points to use in the following two years
- The deadline for banking Portfolio Points depends on your Membership Tier
- Banked Portfolio Points may be used for the following vacation options:
  - Portfolio Program resorts within 12 to 6 months of check-in
  - Place a request list for *Hyatt Residence Club* resorts within 18 months prior to check-in
  - Interval International® exchange requests
  - World of Hyatt® Bonus Points conversion

BANKING OPTIONS

MEMBERSHIP TIER*	BANKING DEADLINE**
<b>CLASSIC</b> UP TO 2,200 PORTFOLIO POINTS	6 months before the end of the Use Year
<b>EXECUTIVE</b> 2,201-4,399 PORTFOLIO POINTS	5 Months before the end of the Use Year
<b>PREMIER</b> 4,400-6,599 PORTFOLIO POINTS	4 Months before the end of the Use Year
<b>ELITE</b> 6,600 OR MORE PORTFOLIO POINTS	3 Months before the end of the Use Year

\* The number of Portfolio Points in your account determines your Membership Tier and the percentage of World of Hyatt Bonus Points you may convert. Knowing your current tier will help you plan your vacations, as higher tiers offer more flexibility.

\*\* Once banked, this transaction is final and may not be reversed. Individuals who purchased their Ownership from a third party may bank their Portfolio Points 6 months before the end of the year. Biennial interests may not be banked.



HOW TO BORROW POINTS FROM A FUTURE USE YEAR

- Future Use Year maintenance fees and taxes must be paid at the time Portfolio Points are borrowed.
- Booking fees apply: \$47 for phone reservation confirmations, \$41 for online reservation confirmations.
- Portfolio Points will go back to their original Use Year if the reservation is canceled. The prepaid maintenance fees and taxes will remain applied to the future Use Year.
- Biennial interests may not be used for borrowing.

BORROWING POINTS

MEMBERSHIP TIER*	EARLIEST TIMEFRAME WHEN PORTFOLIO POINTS MAY BE BORROWED
<b>CLASSIC</b> UP TO 2,200 PORTFOLIO POINTS	3 Months prior to arrival
<b>EXECUTIVE</b> 2,201-4,399 PORTFOLIO POINTS	4 Months prior to arrival
<b>PREMIER</b> 4,400-6,599 PORTFOLIO POINTS	5 Months prior to arrival
<b>ELITE</b> 6,600 OR MORE PORTFOLIO POINTS	6 Months prior to arrival
<b>THIRD-PARTY PURCHASERS</b>	30 days prior to arrival

\* The number of Portfolio Points in your account determines your Membership Tier and the percentage of World of Hyatt Bonus Points you may convert. Knowing your current tier will help you plan your vacations, as higher tiers offer more flexibility.

HOW TO TRANSFER POINTS TO ANOTHER OWNER

- You may transfer Portfolio Points to another Portfolio Points Owner.
- These transfers are allowed using Portfolio Points with the same Use Year.

To transfer Portfolio Points, contact your **GO HYATT** team at +1 800-GO-HYATT.

# CONVERTING HYATT RESIDENCE CLUB POINTS TO PORTFOLIO POINTS

## CONVERTING HYATT RESIDENCE CLUB POINTS

When you own both fixed weeks and Portfolio Points, you can convert your fixed weeks to Portfolio Points using the early conversion option. The new total will determine your Membership Tier for the year. The conversion period starts the Sunday of Week 1 and ends the Saturday of Week 12. Converting your weeks to Portfolio Points gives you exclusive benefits.

- Taking advantage of the early conversion option allows you to access your Portfolio Points at least one year before your fixed week would have occurred.
- Early access to your Portfolio Points means early access to high-demand destinations using the request list process.
- Membership Tier increases may occur the year you convert your weeks into Portfolio Points. Remember, higher Membership Tiers offer more flexible timeframes, plus they can allow you to convert a higher percentage of Portfolio Points to World of Hyatt® Bonus Points.
- Gain access to 1,200+ hotels and resorts around the globe through World of Hyatt®. For more details, please refer to the World of Hyatt usage option in this guide.
- Portfolio Points can be used to explore the vast resort network available through Interval International®. For more details, please refer to the Interval usage option in this guide.
- Fixed weeks purchased through resales are eligible to be converted to Portfolio Points.



## IMPORTANT THINGS TO KNOW:

- Prepayment of estimated maintenance fees and taxes is required at the time of conversion.
- The conversion period starts the first Sunday of Week 1 and continues to the last Saturday of Week 12 of the previous Use Year. For example, you could convert next year's weeks and use them this year when you choose the early conversion option.
- The entire annual fixed week must be converted.
- Only fixed weeks may be converted. Colorado vacations and fractional float vacations are not eligible to be converted.
- Biennial contracts cannot be converted.
- Fixed weeks can only be converted into an active Use Year.

## REQUESTING TO STAY AT ANY HYATT RESIDENCE CLUB RESORT

You can place a request for *Hyatt Residence Club* resorts and Portfolio Program resorts at the same time when both reservation windows are open. Requesting both is recommended to increase the likelihood of booking your top vacation preferences. This exclusive benefit is only available to Hyatt Portfolio Points Owners.

- Owners can place requests for full-week or 2-, 3-, or 4-night stays from 14 to 18 months prior to arrival, depending on their Membership Tier.
- Requests are fulfilled on a first-come, first-served basis.
- There's no limit to the number of different vacations you may request.
- The Portfolio Points used for the vacation must match the Use Year of the desired reservation check-in date.
- The request process is automated, so the first resort on your list that becomes available will be confirmed automatically, and your other requests will be canceled.

Remember, if a requested vacation becomes available, Portfolio Points and a valid credit card must be available before confirmation, and a booking fee will apply. If borrowing points from a future Use Year, estimated maintenance fees and taxes will also be charged during the automated request list confirmation process.



## FEES, TAXES, AND DUES

### HOUSEKEEPING FEES

All Membership Tiers include housekeeping for one stay and can include housekeeping for up to four stays depending on your Membership Tier. Additional housekeeping fees are paid to their respective resorts.

MEMBERSHIP TIER*	NUMBER OF HOUSEKEEPING FEES INCLUDED IN MAINTNANCE FEE
<b>CLASSIC</b> UP TO 2,200 PORTFOLIO POINTS	1
<b>EXECUTIVE</b> 2,201–4,399 PORTFOLIO POINTS	2
<b>PREMIER</b> 4,400–6,599 PORTFOLIO POINTS	3
<b>ELITE</b> 6,600 OR MORE PORTFOLIO POINTS	4

\* The number of Portfolio Points in your account determines your Membership Tier and the percentage of World of Hyatt® Bonus Points you may convert. Knowing your current tier will help you plan your vacations, as higher tiers offer more flexibility.

### TAXES, DUES, AND MAINTENANCE FEES

- Portfolio Program Owners are billed for taxes and maintenance fees based on the number of Portfolio Points owned.
- Biennial Owners are billed taxes and maintenance fees on the years they have occupancy.
- Dues must be paid every year – even by biennial Owners.

### TRANSACTION AND RESERVATION FEES

Information on transaction and reservation fees can be found in your online account under Member Resources.





# GO HYATT TEAM

## OPERATING HOURS

### MONDAY THROUGH FRIDAY

9:00 AM to 8:00 PM Eastern Time

### SATURDAY

9:00 AM to 5:00 PM Eastern Time

SUNDAYS AND MOST LEGAL HOLIDAYS CLOSED

For reservation services, call within the US: + 1-800-**GO-HYATT** (1.800.464.9288)  
or outside the US: 305.668.3406.

Or visit [hyattresidenceclub.com](https://hyattresidenceclub.com).



[HYATTRESIDENCECLUB.COM](https://HYATTRESIDENCECLUB.COM)

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