

CHEAT SHEET FOR **CLUB WYNDHAM SOUTH PACIFIC WEBSITE**



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Our Club Wyndham South Pacific website is a culmination of feedback from site users collected over a long period and months of testing.

New owners, experienced owners and people interested in ownership will all use this website and it is specifically designed to make navigation a pleasant experience for every visitor. The website also accurately displays on more devices and enables booking for mobile.

Here are the biggest changes/features of the new website.



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Site Map

The website offers information about a range of topics that can be easily accessed through the site map: clubwyndhamsp.com/sitemap

Are You Ready To Live Your Bucket List?

Explore how

Legal Information

- Disclosure
- Target Market
- Determination
- Financial Reports & Budgets
- Complaints Handling Policy
- Privacy
- Travel Club Terms and Conditions

Media Centre

- Newsroom

Connect With Us

- Reservation
- Finance and Levies
- Travel Club
- Customer Care
- Club Wyndham Escapes
- Discovery by Wyndham
- Our Contact Details

owner.reservations@wyn.com
accounts.receivable@wyn.com
travel.club@wyn.com
customerteam@wyn.com
clubwyndhamescapes@wyn.com
discoveryteam@wyn.com
Contact Us

Wynham Cares Owner Support

Site map



Search for Resorts

The resort page features a search field where owners can enter the resort they are looking for. Typing in just a few letters will produce options!

Club Wyndham Airlie Beach Whitsundays

Club Wyndham Airlie Beach Whitsundays

TRYP by Wyndham Pulteney Street, Adelaide

If you crave coffee and nourishment, drop in to the Z Café for a cup of the good stuff. For ...

Merusaka Nusa Dua

Situated on the south-east coast of Bali, Nusa Dua is among the island's most exclusive locales – a mix of ...

Search for resorts



Tile Format for Resorts

Resorts are set out in a tile format so more are visible at one time, while each resort has a “Book Now” button - all to make navigation clearer for users.

TRYP by Wyndham Pulteney Street, Adelaide

If you crave coffee and nourishment, drop in to the Z Café for a cup of the good stuff. For ...

Book Now

Merusaka Nusa Dua

Situated on the south-east coast of Bali, Nusa Dua is among the island's most exclusive locales – a mix of ...

Book Now

Wyndham Hua Hin Pranburi Resort & Villas

Facing the Gulf of Thailand, this seaside resort is about 25 kilometres from Hua Hin. Live it up with a ...

Book Now

Zenmaya Oceanfront Phuket, Trademark Collection by Wyndham

Catch the airport shuttle straight to Zenmaya where you will enjoy a host of resort facilities including a 24-hour reception ...

Book Now

Tile format for resorts

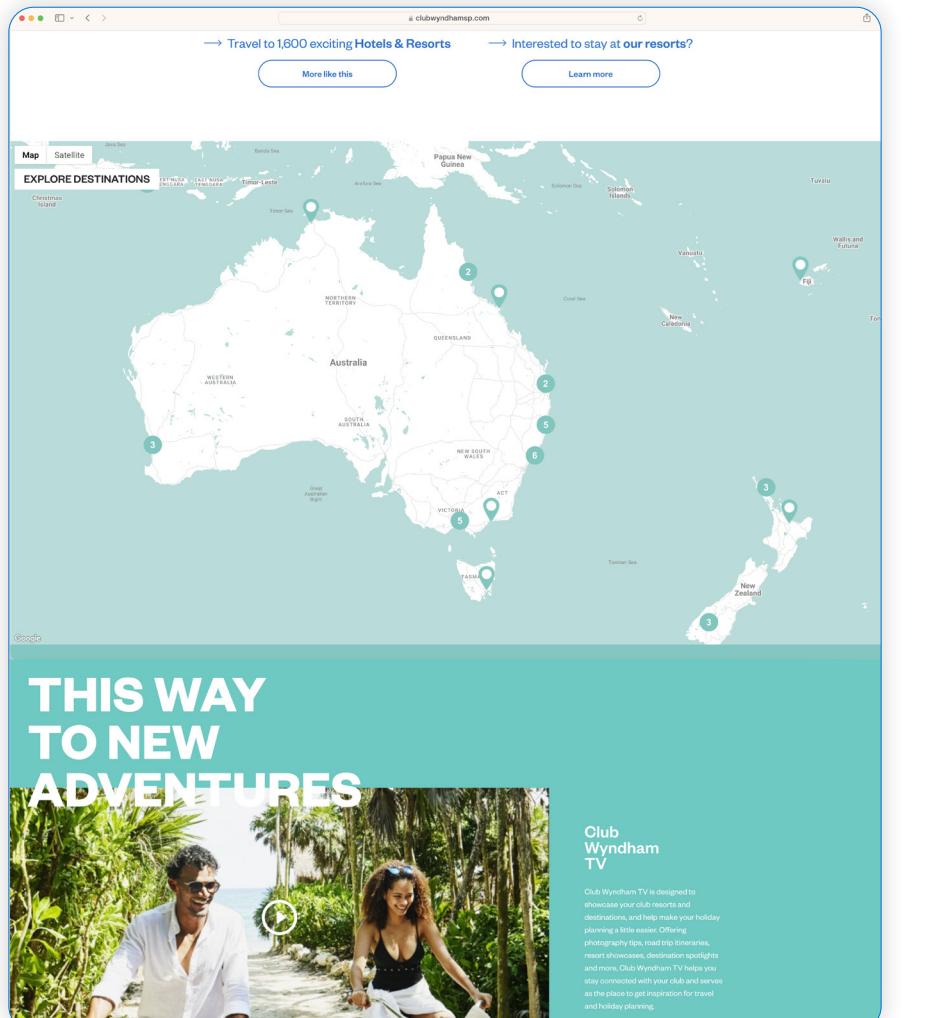
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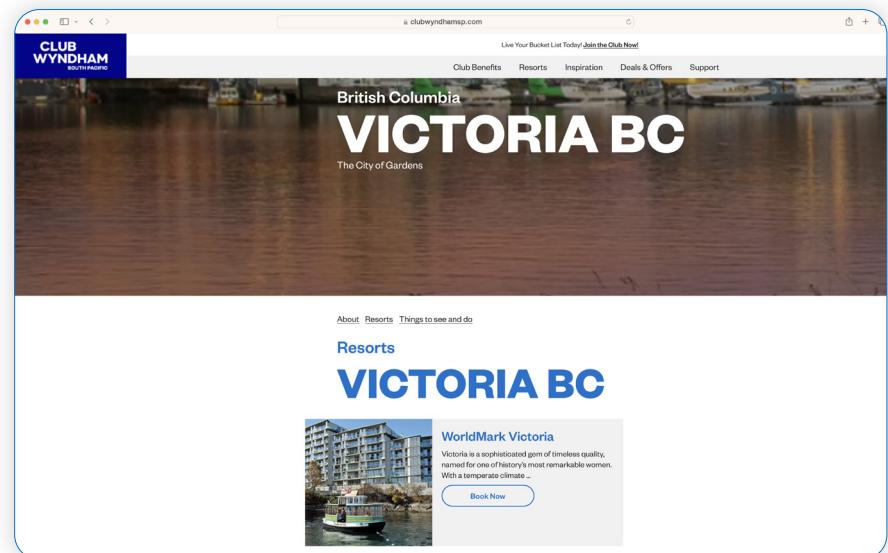


Resort Pages

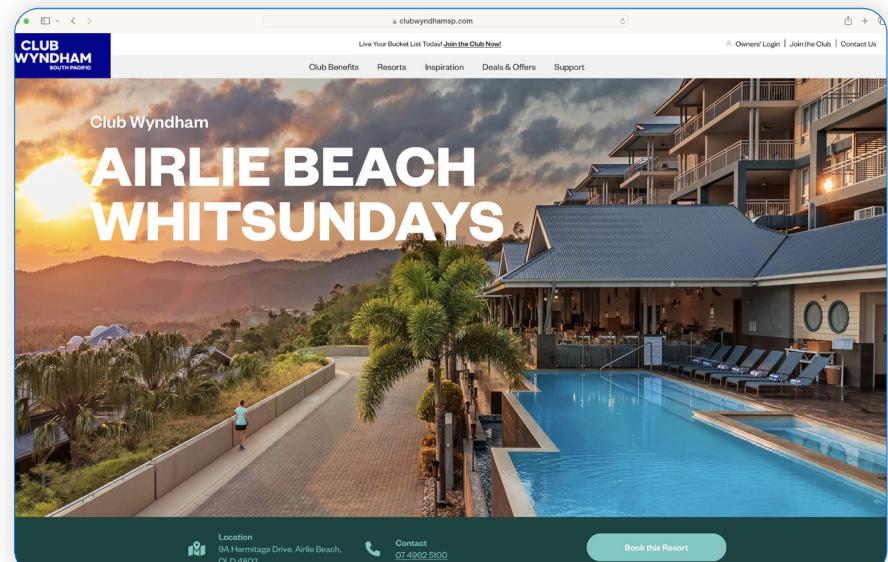
Each resort has its own page that can be easily accessed by this map.



Resort map



WorldMark Victoria BC, Canada



Club Wyndham Airlie Beach

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Before You Go

Instead of separate Before You Go pages and resort pages, the Before You Go information is now merged into the resort pages.

The screenshot shows a desktop view of the Club Wyndham South Pacific website. At the top, there's a navigation bar with links for 'Club Benefits', 'Resorts', 'Inspiration', 'Deals & Offers', and 'Support'. Below the navigation, there's a 'GALLERY' section with two images of the resort. The main content area is titled 'FREE OWNER ACTIVITIES' in large white text on a teal background. It lists activities like 'Bikes', 'Fishing rods', 'Cocktail masterclass', 'Weekend yoga', and 'Ballistic Brewery tour'. To the right of this list is a photo of a man making a cocktail. Below this section is a 'Amenities' section with a 'Before You Go' sub-section. This sub-section contains information about check-in and check-out times, reception hours, pool hours, Wi-Fi, car parking, smoking policy, chrome cast, grocery service, and tour options. At the bottom of the page, there's a footer with the text 'Before You Go'.



Credit Calculator, Credit Chart, Seasonality

The Credit Calculator gives owners a rough idea of the credit cost of their stays. This remains on each individual resort page with the credit chart and seasonality.

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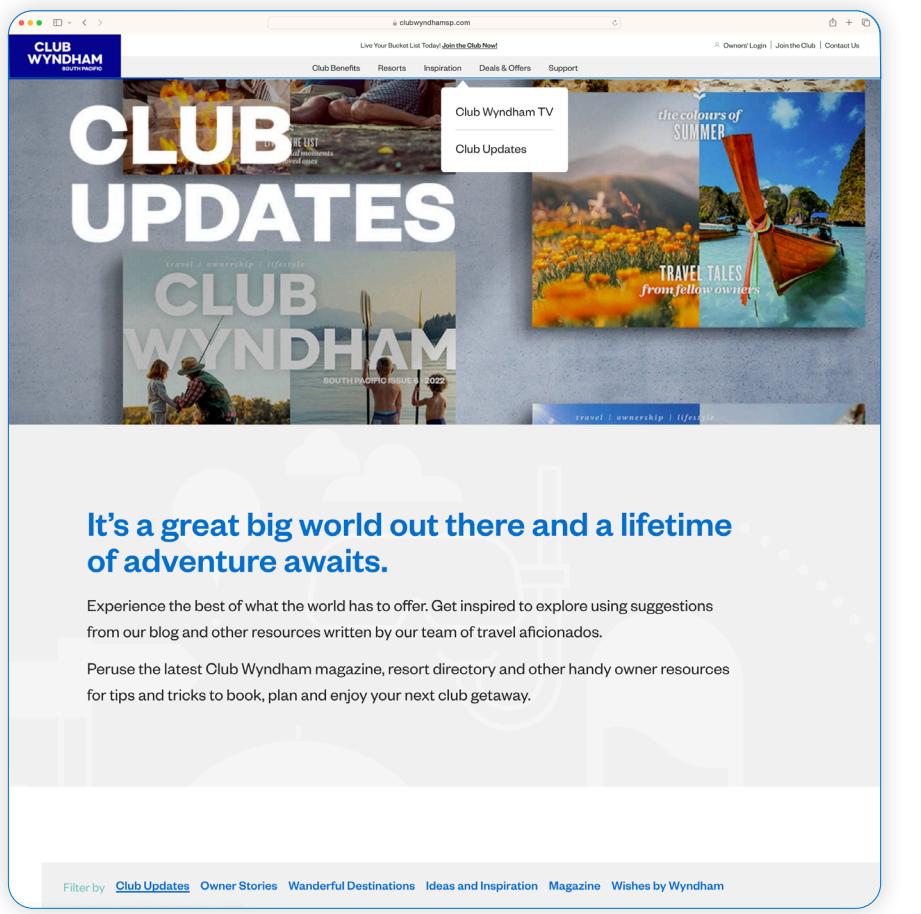
PUBLIC-FACING SITE

CLUB WYNDHAM

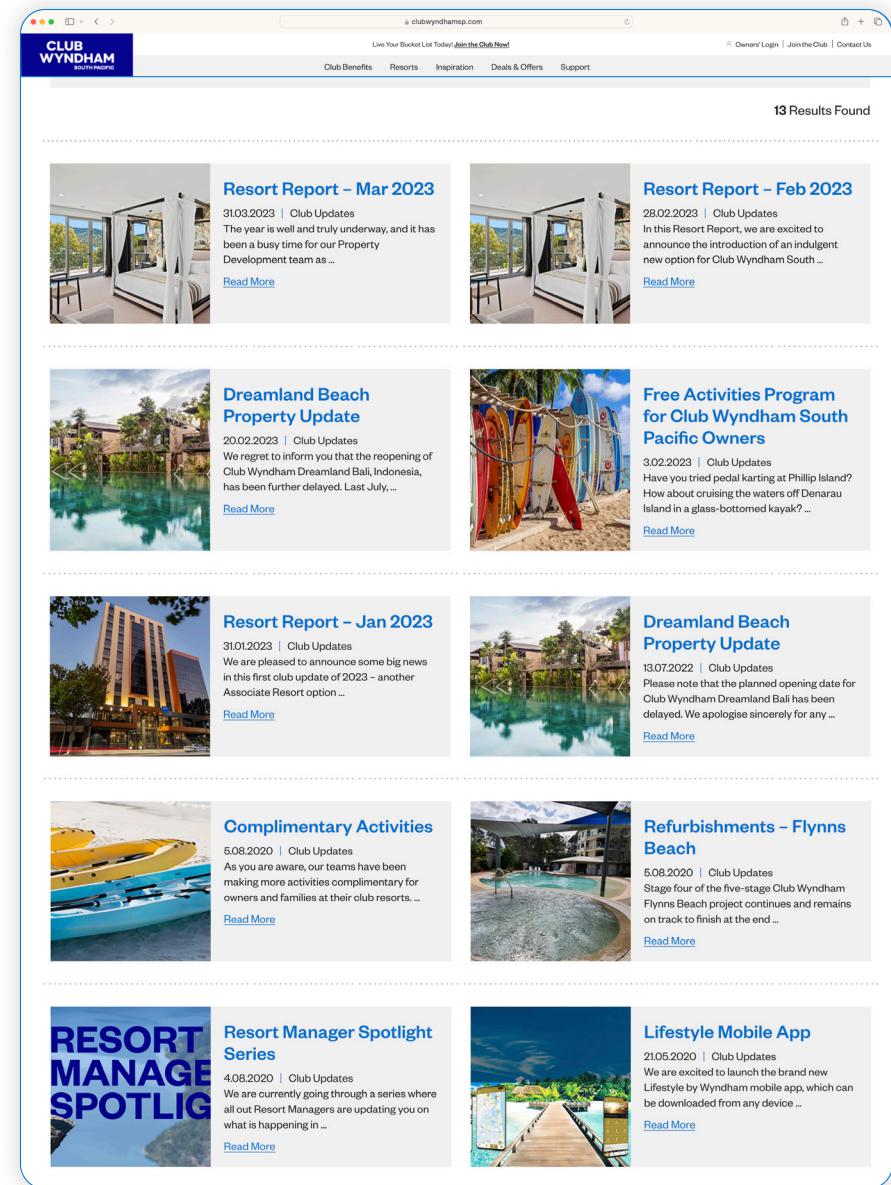


Club Updates

Owners can keep up with the latest club refurbishments, find inspirational travel content and download the latest Club Wyndham magazine or resort directory on this page.



The screenshot shows the Club Wyndham South Pacific website. At the top, there's a navigation bar with links for Club Benefits, Resorts, Inspiration, Deals & Offers, and Support. A prominent feature is a large image of a magazine cover titled 'CLUB UPDATES' for the 'SOUTH PACIFIC ISSUE 2022'. Below the magazine image, a headline reads 'It's a great big world out there and a lifetime of adventure awaits.' A text block encourages users to explore travel suggestions and resort resources. At the bottom, there's a 'Filter by' section with links for Club Updates, Owner Stories, Wanderful Destinations, Ideas and Inspiration, Magazine, and Wishes by Wyndham. A 'Club updates' link is located at the very bottom.



The screenshot shows a grid of news items on the Club Wyndham website. The top banner says '13 Results Found'. The items include:

- Resort Report – Mar 2023** (28.03.2023) - Club Wyndham South Pacific. The year is well and truly underway, and it has been a busy time for our Property Development team as ... [Read More](#)
- Resort Report – Feb 2023** (28.02.2023) - Club Wyndham South Pacific. In this Resort Report, we are excited to announce the introduction of an indulgent new option for Club Wyndham South ... [Read More](#)
- Dreamland Beach Property Update** (20.02.2023) - Club Wyndham South Pacific. We regret to inform you that the reopening of Club Wyndham Dreamland Bali, Indonesia, has been further delayed. Last July, ... [Read More](#)
- Free Activities Program for Club Wyndham South Pacific Owners** (3.02.2023) - Club Wyndham South Pacific. Have you tried pedal karting at Phillip Island? How about cruising the waters off Denarau Island in a glass-bottomed kayak? ... [Read More](#)
- Resort Report – Jan 2023** (31.01.2023) - Club Wyndham South Pacific. We are pleased to announce some big news in this first club update of 2023 – another Associate Resort option ... [Read More](#)
- Dreamland Beach Property Update** (13.07.2022) - Club Wyndham South Pacific. Please note that the planned opening date for Club Wyndham Dreamland Bali has been delayed. We apologise sincerely for any ... [Read More](#)
- Complimentary Activities** (5.08.2020) - Club Wyndham South Pacific. As you are aware, our teams have been making more activities complimentary for owners and families at their club resorts. ... [Read More](#)
- Refurbishments – Flynn's Beach** (5.08.2020) - Club Wyndham South Pacific. Stage four of the five-stage Club Wyndham Flynn's Beach project continues and remains on track to finish at the end ... [Read More](#)
- Resort Manager Spotlight Series** (4.08.2020) - Club Wyndham South Pacific. We are currently going through a series where all our Resort Managers are updating you on what is happening in ... [Read More](#)
- Lifestyle Mobile App** (21.05.2020) - Club Wyndham South Pacific. We are excited to launch the brand new Lifestyle by Wyndham mobile app, which can be downloaded from any device ... [Read More](#)

Resort reports and other announcements

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Travel Club

We have two sections for travel deals. One leads non-owners to public offers through My Wyndham Holidays and the other displays Travel Club offerings available exclusively to owners.

Are you ready to explore the world?

One of the best things about travel is the opportunity to step out of your comfort zone and try something new. Leave the stress of travel planning behind with our extensive network of travel partners and insider knowledge of the industry we are able to offer unbeatable prices and exclusive deals, contact us today and let us make your travel dreams a reality.

Travel Flex
16 Day Road, Rail and River Cruise Holiday in France
From AU\$4,715* + 2,500* credits per person, twin share

Paris and Normandy with Provence River Cruise
16 Day Road, Rail and River Cruise Holiday in France
From AU\$4,715* + 2,500* credits per person, twin share

Highlights of Northern Spain Bilbao to Barcelona
11 Day Guided Holiday
From AU\$5,015*

Travel by Wyndham Exclusive: The Ghan Expedition
4 Day Luxury Rail Journey

Travel Club



Lead Generation Page

The site invites interested visitors to find out more about ownership. They can ask to be contacted by filling out our lead generation form and take advantage of one of our Club Wyndham Escapes offers!

YOUR FRONT DOOR TO THE WORLD

MAKE VACATIONS A PRIORITY

Speak to a Specialist

More to Look Forward to!

As a Club Wyndham owner you always have holidays to look forward to! You can expect more getaways, more space and

This Way to New Adventures

Lead generation

OWNER DASHBOARD

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Behind The Login

The new site identifies that non-owners often visit, so we have put more of the information commonly accessed by owners behind the owner login. This includes a revamped Owner Dashboard and a new Information Hub.

Available Credit Balance **157,100**

Housekeeping Tokens Balance **5**

Where To Next? **Make a Booking**

Notifications

General: Guest Booking Note

A Guest name must be advised at the time of making a Guest reservation to ensure the correct name is printed on the confirmation, and to avoid entry to the apartment being refused.

General: Club Wyndham South Pacific App

Your Club Wyndham South Pacific mobile app is available now. Download latest version today!

My Profile **Show More**

Quick links



Owner Dashboard

One of the key features are the quick links – which allow owners to book an Owner Information Session, Express Check-In, check financial information, cancel a reservation, get support through Wyndham Cares, and much more, very simply.

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General: Club Wyndham South Pacific App

Quick links

OWNER DASHBOARD



Help Centre

Several pages worth of detailed information on topics like making the most from ownership, utilising RCI, Wyndham Rewards and other exchanges, credit types, booking windows, developer rentals, Waitlisting and more has been condensed and turned into an FAQ in the Help Centre.

The screenshot shows the 'HELP CENTRE' page with a 'Owners' FAQs' section. The page is organized into several categories with expandable and collapsible sections:

- Understand your ownership**
 - Introducing vacation credits
 - When is a good time to holiday?
 - Types of vacation credits
 - How Waitlist works
- Finance and Levies**
 - Housekeeping rates
 - Payment of annual levies
 - Non-payment of levies
 - How are levies calculated
- Lifestyle by Wyndham**
 - What is Lifestyle by Wyndham?
- Travel Club**
 - What is Travel Club?
- Exchange Program**
 - How RCI Exchanges work
 - Wyndham Rewards
- Affiliates and Associates Resorts**
 - North American Affiliates
 - Associate Resorts

At the bottom, there is a 'FAQ' section.

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Owners also have the ability to book an Owner Education Session like Welcome Call, Personalised 1x1 calls and virtual and group webinars, or visit clubwyndhamsp.com/club-education-centre/

The screenshot shows the 'Welcome to Club Education Centre' page. It features a family on a beach and the text: 'Your gateway to making the most of your Club Wyndham South Pacific ownership. Join insightful webinars, arrange a personalized call with an expert, or meet with a specialist at select Club resorts. Explore the options and enhance your holiday experience!'

The screenshot shows the 'WYNDHAM CARES OWNER SUPPORT' page. It features a couple on a swing and the text: 'Here For You Every Step'.

Wyndham Cares

Club Wyndham South Pacific Website Cheat Sheet

OWNER DASHBOARD

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Book Now With Calendar

The four-month calendar has been redesigned and is the primary method of booking, although owners can access other ways through "Other Ways to Book".

Holiday Planning - FOUR MONTH VIEW

Lifestyle Platinum

Holiday Planning

1. Select a resort and unit type

2. Set check-in and length of stay

Please Note:
This page displays real-time inventory. Please check back often for last minute cancellations.

Day: Month: Year: Nights:

May - 2023		June - 2023		July - 2023		August - 2023																												
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

current month < > 13 month
Scroll months

Legend: 0 units available 2-4 units available
 1 unit available 5+ units available

Four-month calendar

HOLIDAY PLANNING LIFESTYLE PLATINUM

For Australian Owners 1300 850 160
For New Zealand Owners 0800 850 160
For Fijian Owners 008 003 263

Search Type

Standard Search (30 night maximum stay)
 Last Minute Search (Check in between 18-05-2023 and 31-05-2023)

Select Date Range:
Arrival: dd/mm/yy Departure: dd/mm/yy

Select Region or Resort

Select a Region: --Select Region-- OR Select a Resort: --Select Resort--

Booking Window Calculator

Desired Arrival Date: DD/MM/YYYY Calculate

Booking Window	Payment Option	Earliest Booking Date
13 Months	Vacation Credit Usage	
9 Months	Vacation Credit Usage	
30 Days	Exotic Bonus Time	
14 Days	Standard Bonus Time	
5 Days	Guest Bonus Time	

Please Note:
This system displays real-time resort availability. Calling our Owner Services Team cannot provide you with any different availability information or reservation opportunities.

Quick Links

More dates - 4 month Calendar
 View/Cancel Reservation

Other ways to book

NEW AND IMPROVED FEATURES

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Waitlisting Affiliate and Associate Resorts

Resorts in North America and Associate Resorts now appear in the dropdown list of properties in the Waitlist function, meaning you can Waitlist them online!

Click "View Waitlists" in Quick Links on the Owner Dashboard, then "Join the Waitlist" to set a Waitlist.

Holiday Planning

Please fill out the form below to be notified when your desired resort becomes available.
In order to waitlist Associate resorts, kindly send an email to spwaitlist@wyn.com or call Owner Services, as Associate resorts have different contractual conditions

1. Select your Resort

Select a Region:

Select a Resort:

2. Select Desired Dates

Arrival:

Departure:

Minimum nights:

Maximum nights:

3. Select your Room

Room Types:

4. Send Waitlist Update

Providing both an email address and mobile number will increase our ability to advise you of a match.

Email Address:

Mobile Number:

A waitlist request must be made by the owner. Requests must adhere to the [Club Guidelines](#).



More Flexible Options for Checking Availability

You now have two flexible searching options:

- **Select Search:** nominate your preferred resort and accommodation type and see availability for the next eight months
- **Flexi Search:** nominate your preferred check-in date and peruse availability with credit amounts per day across all club resorts and room types during the following days

For Australian Owners
1300 850 160

For New Zealand Owners
0800 850 160

For Fijian Owners
008 003 263

Search Type

Flexi Search (Check in between 13 Month Booking Window)

Select Search (30 night maximum stay)

Select Start Date:

Arrival:

Select Region or Resort

Select a Region: - OR - Select a Resort:

NEW AND IMPROVED FEATURES

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Cancel by Date in Bookings

When you make a reservation, you can now see the latest date you can cancel without penalty. This makes it easier to keep track of your cancellation dates!

VIEW RESERVATION

Lifestyle Platinum

Your Club Wyndham Account : [REDACTED]	Vacation Credits Deposited : 1500 WMTS	Reserved For : AP Web & SP Web Monitoring
Resort : Club Wyndham Sydney	Resort Address : 35-45 Wentworth Avenue (Cnr Goulburn St)	Check in Address : 35-45 Wentworth Avenue (Cnr Goulburn St)
	Sydney	Sydney
	NSW 2000	NSW 2000
Maximum Number of Guests : 4	Arrive : October 29, 2025 (check-in time is 4 p.m.)	Depart : October 30, 2025 (check-out time is 12 p.m.)
Number of Night(s) : 1 night(s)	Apartment Size : 1 Bedroom (Sleeps 4)	Apartment Description : 1 Bedroom - Separate bedroom, lounge/dining area, 1 bathroom. Kitchenette(mini fridge, stove top and microwave). In-room safe, movies and internet. Located on levels 1-7.

Cancel by Date
Amendment and Cancel By Date to Avoid Penalty: **September 29, 2025**

[Re-send Confirmation Email](#)

[Back to User dashboard](#)



Resending Confirmations

You can now resend confirmations at any point in time by going into your reservation and clicking "Resend Confirmation".

VIEW RESERVATION

Lifestyle Platinum

Your Club Wyndham Account : [REDACTED]	Vacation Credits Deposited : 1500 WMTS	Reserved For : AP Web & SP Web Monitoring
Resort : Club Wyndham Sydney	Resort Address : 35-45 Wentworth Avenue (Cnr Goulburn St)	Check in Address : 35-45 Wentworth Avenue (Cnr Goulburn St)
	Sydney	Sydney
	NSW 2000	NSW 2000
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NEW AND IMPROVED FEATURES

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Reminder about Associate Resort Credits

When making a reservation and clicking the “Calculate Credits” feature, an alert will appear telling you how many credits have six months’ or more validity and are therefore eligible for bookings at Associate Resorts.

3. Calculate credits

Account Credits:

Available Credit Balance	Credits	Expiration Date
WMTS Credits	23,700	2025-04-30
⚠ Credits used towards Associate Resorts must have a minimum of six months (180 days) validity to be accepted.		
WMTS Credits	5,000	2026-08-31
Subtotal available	28,700	---
WMTS available to borrow	0	---
Subtotal available to borrow	0	---
Subtotal all	28,700	---

Credits required:

Credits	37500
Total	37500

Calculate



Booking Option – Fun Time

You can now book and pay for Fun Time reservations on the website after a bug was fixed.

Please select your payment method :

Vacation Credits :

Vacation Credits Required:

Credits	5750
Total	5750

Your Current Balance:

Available Credit Balance	Credits	Expiration Date
WMTS Credits	4,250	2025-12-31
WMTS Credits	7,000	2026-12-31
Subtotal available	11,250	---
WMTS available to borrow	7,000	---
Subtotal available to borrow	7,000	---
Subtotal all	18,250	---

One Time :
Australian Dollars: **\$ 1035.00 AUD**
One Time will be charged @ **\$ 0.18 AUD per credit**.

Fun Time :
Australian Dollars: **\$ 517.50 AUD**
Fun Time will be charged @ **\$ 0.09 AUD per credit**.

Credit card surcharge and other additional fees may apply, which will take effect before payment is requested.