

It's time to get started



YOUR QUICK START GUIDE
TO SHELL VACATIONS CLUB

A family of five is playing on a sandy beach. In the foreground, a woman with curly hair is seen from behind, wearing a blue and white plaid shirt and grey shorts, holding a wooden cricket bat. In the middle ground, a man in a light blue sweater and tan pants, a young girl in a blue sweater and pants, a woman in a grey hoodie and blue jeans, and another young girl in a yellow shirt and blue overalls are all jumping or running with their arms raised in excitement. The background shows the ocean and a cloudy sky.

SHELL VACATIONS CLUB



Kauai, Hawaii

Welcome

... and congratulations on becoming a member of the Shell Vacations Club community. We know you're eager to start your journey, so we've put together this Quick Start Guide to help get you on your way to many years of great vacations.

To make things easy, start by noting these important items from your Membership Agreement.

MY MEMBER NUMBER _____

MY HOME CLUB _____

MY ANNUAL POINTS _____

MY USE YEAR STARTS ON _____



Whistler, British Columbia, Canada

How to Book

STEP 1: WHERE TO GO?

Shell Vacations Club resorts are found north, south, east and west, in the U.S., Canada and Mexico. Start by narrowing down what region or destination you'd like, then think about what you like to do on vacation. Choose from the sophisticated city life, an alpine ski village, a golf haven, a Hawaiian hideaway or so many more options.

- The **Resorts** section of *shellvacationsclub.com* provides detailed information about each resort, its features, area attractions and a photo gallery. Use the map or the drop-down list to view your choices.
- Your **Shell Vacations Club Member's Directory**, another resource available to you, presents a concise overview and a points chart for each resort. Your copy can be found inside your Member Kit, as well as online at *shellvacationsclub.com*.
- Your **Member Services team** would love to help you plan your vacation. We're very knowledgeable about the resorts and the destinations, so give us a call at 877-743-5510.

How to Book

STEP 2: WHEN TO TRAVEL?

You've picked out your first vacation choice — now you'll want to decide when you'd like to travel. Here are some important considerations:

- Booking as far in advance as possible ensures maximum availability for your desired resort.
- Resorts tend to book up more quickly during certain seasons of the year. The number of points required will vary, based on demand during the most popular seasons. You'll notice the variation in points for each resort, unit size and season, so look for seasons when you can get the most from your points.
- Resorts in your home club are available for you to book up to 12 months in advance. At 9 months or less in advance you can book any resort within Shell Vacations Club.





How to Book

STEP 3: GO!

You've chosen your resort and selected your travel dates, now you need to book it.

When you're ready, just give us a call at **Member Services**. A friendly Vacation Guide will get your first vacation confirmed and answer any membership questions you might have.

We're here **7 days a week** (excluding major holidays) at 877-743-5510.

- **Monday - Friday:** 9 a.m. to 11 p.m. ET
- **Saturday - Sunday:** 10:30 a.m. to 6:30 p.m. ET

Once you've got your vacation confirmed, all that's left to do is pack your bags and go. If your travel takes you to Canada or Mexico, make sure to have your passport ready ahead of time. Double check the details of your confirmation before you go, to make sure you have everything you need.

Register for the Website

1. Once you're on the *shellvacationsclub.com* home page, click on **Register** at the top of the page.
2. Select your **Account Type**, then click on **Create Account**.
3. Fill in the **form** - *you'll need your SVC Membership ID* - then **Continue**.
4. Create a **user name** and **password** to be used in future when signing in to the site.

USER NAME: _____

PASSWORD: _____

5. Start exploring!

Take a tour of your Members Only website where you'll find your benefits, club structure, full account information and status, and all the special opportunities that come with your membership.



There's So Much More!

Now that you're logged in as a member, you can become familiar with the most exciting features of Shell Vacations Club. Get some great tips on the Member Education page in the **About Us** section.

- **RCI** - use your points to exchange into more than 4,300 affiliated resorts in nearly 110 different countries
- **SVC Collections** - use your points for cruises, tours, hotels and resorts to maximize your vacation options
- **SVC LifeStyles** - use your points for even more domestic and international hotel and resort options, as well as event tickets and gift certificates (small fee required)
- **Wyndham Hotel Group Discounts** - receive up to 20 percent off the Best Available Rate at participating locations worldwide

- **Wyndham Rewards®** - Shell Vacations Club members are eligible for Wyndham Rewards Gold Status
- **Deals & Discounts**
 - SVC Discount Program
 - Discounted Points Stays
 - Dash Away Deals
- **Signature Program** - Signature members have access to exclusive Signature benefits, such as enhanced vacation planning tools, special on-site benefits and even more vacation choices

That's just a sample of what's in store for you at shellvacationsclub.com.



Next Steps

Ready to take advantage of the wide array of vacation options, benefits and features of your Shell Vacations Club membership? Check off each step as you get closer to that first fantastic vacation:

- Researched Shell Vacations Club resort locations
- Booked my first reservation and made travel arrangements
- Registered for *shellvacationsclub.com* and explored the website
- Reviewed my Member's Directory
- Made a wish list of all the places I want to go next

OK - you're on your way!

Stay Connected

Make sure you always know what's going on with your Club and your Community.

- **Stay up to date.** Read up on Shell Vacations Club news on your Member website, monthly *Pulse* email and twice-yearly *Directions* magazine.
- **Get educated.** Visit the Learning On Demand library online and watch the educational videos to help learn the ins and outs of your membership.
- **Follow us on social media.** Shell Vacations Club has dedicated pages on Facebook and Twitter, as well as our own YouTube channel. It's a great way to connect with other Members.



San Francisco, California

Stay in Touch

**ASK QUESTIONS, GET ANSWERS,
OR JUST SAY HELLO.**

PHONE

Member Services

877-743-5510

Monday - Friday: 9 a.m. to 11 p.m. ET

Saturday - Sunday: 10:30 a.m. to 6:30 p.m. ET

ONLINE

shellvacationsclub.com

Available 24/7

SOCIAL MEDIA

facebook.com/svcfanpage

twitter.com/shellvacations

youtube.com/shellvacationsclub01

MAILING ADDRESS

Shell Vacations Club

6277 Sea Harbor Drive

Orlando, FL 32821