

# Frequently Asked Questions One Week Super Stays – EPHVOWSS



EPHVOWSS (PHYSICAL CERTS)  
DCHVOWSS (DIGITAL CERTS)

FOR FULL DETAILS OF THE GIFT OFFER PLEASE REFER TO THE TERMS AND CONDITIONS AS PRINTED DIRECTLY ON THE CERTIFICATE.

## ONE WEEK SUPER STAYS (EPHVOWSS)

- **7 nights of resort accommodations for 2 people** (one room based on double occupancy and up to 2 children 11 and under) at one of a variety of Hilton resorts.
- There is a **\$100.00 USD reservation deposit required at registration**. This deposit is fully refundable at any point should the guest decide not to book. The refundable deposit will be applied toward the nominated resort booking fees or to any requested upgrades/customizations at booking.
- Guest is responsible to pay **the resort booking fee of \$297.85 USD (\$42.55 USD per night)** at the time of booking.
- **Please note:** Some resorts will charge local taxes/fees. Travel agents will be able to warn each guest about this information regarding the specific resort that they are interested in prior to completing a booking.
- **Guests can visit:** [www.previewsuperstays.com](http://www.previewsuperstays.com) prior to registration to view examples of the resort inventory available.
- **Upgrades:** After the recipient completes their registration, they will be given access to our promotional inventory website. They will also find options for upgraded destinations/accommodations at additional cost. Guests may be interested in exploring customized vacation options and upgrades not available on the website such as additional nights, flights, car rental, attraction passes and more. Registered guests can contact our customer service team and request to work with one our dedicated professional travel consultants to explore upgrades and help them book the custom vacation of their dreams.

### FAQ'S :

#### Q. *Is the certificate transferable?*

A. Yes, the certificate is transferable prior to registration.

#### Q. *Why is a deposit required before accessing the resort inventory or speaking with a travel agent?*

A. Prices and availability of travel change by the minute which means that the funds are needed in-house at registration so that as soon as the guest wants to book a spot can be reserved. The guest will receive a full 100% refund if they no longer want to book at any point.

#### Q. *Can I use 2 or more certificates together for group travel?*

A. No, group travel is not permitted as stated in the terms and conditions.

#### Q. *What type of payment methods does Odenza Marketing Group accept?*

A. All funds must be submitted by Visa or Mastercard through our secured website.

#### Q. *How do I get a refund of my deposit?*

A. Should you choose not to complete a travel booking, you can request your refundable deposit be returned by emailing [refunds@odenza.com](mailto:refunds@odenza.com) or calling Odenza Marketing Group's customer service department toll-free at 1-866-339-6006.

#### Q. *Where can I view the full terms and conditions of the gift offer?*

A. Please refer to the full terms and conditions as printed directly on the certificate.



ALL PROGRAMS CUSTOMIZABLE WITH TRAVEL AGENTS ONCE THE CERTIFICATE HAS BEEN REGISTERED AND TAXES AND FEES SUBMITTED.