



My GetAway - **FAQ**

- Q. How do I receive a My GetAway certificate?**
A. Check the "My GetAway" box on the Benefits Request Form found in your New Account Kit. Return this form in the envelope provided. You will receive your certificate within 4-6 weeks.
- Q. What does the expiration date shown on the certificate mean?**
A. Travel must be completed by the expiration date printed on your certificate.
- Q. What will I receive when I mail in my Registration Form?**
A. When we receive your Registration Form, a Vacation Planning Form will be sent to you within 10 business days. You will be asked to complete this form listing your destination and travel date preferences.
- Q. When is the refundable room deposit made?**
A. A \$50 refundable room deposit is due with your completed Vacation Planning Form.
- Q. How is the room deposit paid?**
A. You will be asked to include a personal check or money order when you return your Vacation Planning Form.
- Q. How do I receive my \$50 refundable room deposit?**
A. After completing travel, request a refund of your deposit by mailing copies of your reservation letter and hotel check-out statement to Grand Incentives, Inc. Please include a self-addressed envelope, which will assist in returning your deposit to the appropriate address. (A Refund Request Form will be included with your Confirmation Letter.)
- Q. Will I receive a confirmation notice?**
A. Yes. You will receive a written confirmation with your check-in instructions and the property address. Confirmations will not be sent more than 35 days prior to check-in.
- Q. What if my three initial destinations and travel dates are not available?**
A. You will receive a letter stating that your requested dates are not available and ask you to resubmit your request.
- Q. How far in advance should I make reservations through My GetAway?**
A. Reservation requests must be postmarked a minimum of 45 days prior to your first desired travel date.
- Q. Where do I check-in when I arrive at my destination?**
A. You will check-in at the hotel or resort where you have confirmed reservations.
- Q. How many individuals can travel on this vacation?**
A. The My GetAway vacation is valid for 2 adults. Up to two children under the age of 18 may stay in their parents' room for \$10 per child which is paid with your room deposit. No pets allowed.
- Q. Is the My GetAway certificate transferable?**
A. Yes. The certificate may be transferred to a third party (prior to booking) as a gift offer only, providing the Terms and Conditions are met by the person using the Vacation.
- Q. What hotels are included in My GetAway?**
A. Hotel choices include (but are not limited to): Holiday Inn[®], Sheraton[®], Ramada[®], Marriott Fairfield Inn[®], Country Inn & Suites[®], and AmeriSuites[®].
- Q. Can reservations be cancelled once they have been made?**
A. Yes. Written notice of cancellation to a confirmed reservation must be received by Grand Incentives 14 days prior to your scheduled arrival date. If the cancellation letter is not received by Grand Incentives 14 days prior, your \$50 room deposit will be lost.
- Q. Will I have the opportunity to reschedule travel dates if I have to cancel?**
A. Yes. To reschedule or change a confirmed reservation, there is a \$50.00 fee. Any changes must be made through the Help Desk, 1-941-552-5070 (Mon-Fri, 9am – 5pm, EST).
- Q. Will I be offered a property tour?**
A. We will make every effort to book your reservation at one of our partnering hotel chains. If there is no availability, we will check with other properties that may be a time-share facility. These properties may, in some instances, offer a tour. Please note that Grand Incentives, its agents, assignees and designees, act only as agents for hotels and are not responsible for any activities in which the facilities may participate. These tours are not affiliated with My GetAway and acceptance or denial will in no way affect the usage of the 2 nights or the refund of the deposit to the member. The member has no obligation to attend as this is not a condition of the certificate and will be offered on a voluntary basis only.
- Q. How do I receive another certificate?**
A. Members may request a new My GetAway certificate every 12 months by calling our Member Service Center at 1-800-251-2311 (Mon-Fri; 8 AM – 9 PM EST).