



GRN Questions and Answers

For your convenience, we have listed some of the questions that we are asked most often.

For answers to other questions you may have, you'll be able to contact our Global Resorts Network Customer Service Department directly via E-mail or telephone.

Booking Your vacation

Q. How far in advance do I need to make my reservations?

A. Your own travel needs determine this. You may make reservations to arrive at your destination resort often in less than 48 hours. The interactive nature of our website allows you to see exactly what is available, and to book and pay for your choice; all in a matter of a few minutes.

Q. How long will it take to receive confirmation?

A. You will be notified within 72 hours via email. A hard copy of your accommodation request confirmation usually takes 10 to 14 days to arrive through the conventional postal service. If you have not received your written confirmation within this time, please contact us.

Q. Can we change our check in day once we are confirmed?

A. Unfortunately, no. Once you are confirmed, your arrival dates cannot be changed or canceled. The resorts do not allow us to make changes. One of the key reasons we can provide you with accommodation well below wholesale rates is that we purchase specific non cancelable dates when requested by our Members.

Q. What if I want to request a destination that is not on your website?

A. We will help you. We do have access to additional locations from time to time. Simply make your request, and we will attempt to arrange a suitable accommodation for you. Please keep in mind that our search may take longer than 72 hours, and the prices may be higher than those offered at our website.

Q: How many holidays May I take a year?

A: There is no limit to the amount of weeks or holiday time you can take, the choice is yours.

Q. How can I be sure that participating resorts are of high standards?



A. To be eligible, resorts must meet the high standards that we set for resorts offered to Members. In addition, most resorts belong to exclusive international exchange networks that closely monitor these accommodations. Other accommodations we offer are selected for their exceptional quality and unique offerings.

Q. What if I don't want to use your Website to order my vacations?

A. Members are welcome to contact our customer service department directly by telephone.

Enjoying Your Membership

Q. How long will it be before I can use my Membership?

A. Your Membership will be active immediately upon receipt of cleared funds, and you can begin enjoying the benefits.

Q. Do resorts have specific check in days?

A. Yes. Each resort sets its own check in and check out days. The most common is Saturday, with an afternoon check in and morning check out.

Q. How long is my reservation for?

A. Unless the arrangements have been made, all accommodations are for 7 nights and 8 days. Members wishing to arrange for additional nights should contact the resort directly.

Q. What if we are going to be late arriving at the resort?

A. We provide you with the resort's telephone number with your confirmation materials. They will hold your reservation as long as they have been notified in advance.

Q. What if I lose my confirmation?

A. If your confirmation is misplaced; we can immediately forward another copy to you. If you are due to arrive at the resort in less than seven days, we will ask for a fax number to ensure you receive the replacement confirmation on time.

Q. Is there a limit to the number of people who can use one accommodation?

A. The only criteria is selecting the appropriate size of accommodation for the number of people in your party. For example, most one bedroom accommodations will sleep 4 people; most two bedrooms will sleep 6 people.

Q. Should I expect any other additional charges after I arrive at the resort?

A. No; however, your reservation does not include transportation to and from the resort, room key deposits, or personal charges such as meals, telephone calls, etc. These are your responsibility.

Q. Can a reservation made through your membership be transferred to a guest or a family member?

A. Yes. Your Membership allows you 3 Guest Certificates a year. There is no charge for Guest Certificates.

Q. Can we transfer our entire Membership to a friend or family member?

A. Yes; you can transfer your Membership at any time. There is a standard \$75 USD administration fee for transfers.

Q. What exactly is the product or service being offered?

A. A luxury resort membership club backed by a full service travel agency that offers high end luxury travel at private member-only rates, as well as access to owner based timeshare resort properties. Members have the luxury of service that has been offered and in good standing for over 20 years. Customers gain access to thousands of beautiful timeshare resort properties, live customer service, and the ability to travel within just hours of making their reservation.

Q. Can I buy the membership anywhere else?

A. Yes, this membership has been selling since 1986 with an average price tag of around \$10,000 USD. However, Global Resorts Network has the exclusive world wide rights to offer this product at the extremely low price of only \$2,995 for a Lifetime Platinum membership.

Q. Where is the Corporate Office of Global Resorts Network located?

Global Resort Network, LLC
22601 N. 17th Ave. Suite 230
Phoenix, AZ 85027



Q. What payment methods does Global Resorts Network accept for payment of the membership?

Electronic Check Online
Cashiers Check
Direct Deposit (Bank of America)
Bank wire transfer
Credit Card

Q. Can I save on airfares, cruises, and car rentals?

A. As part of your membership, we make sure that you have access to the best prices available on airfares, cruises, and car rentals.

Q. How does this differ from a timeshare?

A. Timeshares have huge up front costs and are also known to obligate purchasers to iron clad contracts, annual dues, maintenance fees and other ongoing costs.

This membership allows total freedom and flexibility to travel anytime, anywhere, worldwide, with a one-time membership fee and no other fees aside from the low weekly rates when you take a vacation.

Browse through a tremendous online catalog of luxury resort properties and select the destination of your choice. (Including world famous Sheraton Resort properties, Marriott Resort Properties, Wyndham, Hyatt, WIVC, Club Intrawest, Fairmont, Four Seasons, and many other luxury resort destinations)

Q. How am I actually going to realize the savings?

A. A life time private luxury membership through Global Resorts Network allows you years of savings all for a one-time membership fee. The lifetime membership is only \$2,995. Enjoy wholesale rates at some of the most highly sought after destinations on earth.

Q. How fast will I receive my membership package and by what method will it arrive?

A. Membership packages are web based. No hard packages arrive by mail. You will receive an email notification of your username and password to log in within 72 hours after email confirmation.

Q. How far in advance do I need to give notice once I've chosen the resort week for my vacation?

A. It is requested you give a 6 day notice.

Q. Is this another membership where we have to wait to travel or send off certificates?

A. Not at all. This is a full service travel agency. With us you have the ability to travel immediately without certificates to mail in, no black out dates, and no waiting. You can purchase the perfect vacation and travel now or schedule it months later. Membership purchases an enormous amount of inventory every year in advance which means when you see the vacation you want, buy it and it's yours. It's that simple. The customer service also allows you the convenience of selecting your own travel dates giving you the ultimate in service and selection.

Q. Customer service is very important to me; if I need help or have questions about a particular resort, is there someone behind the scenes that can assist me?

A. Customer service is available to answer any and all questions about your luxury vacation. In fact it's so important, each response is reviewed and checked to make sure that accurate information is given insuring all members get the best possible service.

Q. What about pricing?

A. There is one service offered yet two purchase points.

Gold Membership (3 years in length) \$1,495 USD

Platinum membership (Lifetime) \$2,995 USD

Q. If I purchase the Gold Membership and then decide to upgrade to a lifetime Platinum membership, can I do it?

A. Yes. A Gold Member can upgrade to Platinum Lifetime Membership for \$2,000

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