

# FAQs

## Accommodations

### How many resorts are there to choose from?

There are thousands of resort condos, villas, and cottages to choose from in the U.S., Europe, the Caribbean, Mexico and beyond.

### What makes Endless Vacation Rentals by Wyndham Worldwide accommodations different from a hotel?

Whether traveling with family or friends, **Endless Vacation Rentals** by Wyndham Worldwide offers spacious accommodations including resort condos, villas, and cottages-giving you the room to relax, spread out and still have everyone together. Enjoy the comforts-of-home, which may include a kitchen, washer/dryer, multiple bedrooms and the amenities of a luxury resort, such as a spa or workout facility.

## Planning and Reservations Process

### Do I have to stay for a full week?

Most of our accommodations are booked in seven-night increments, and you are free to check out at any time during the seven-night period. But keep in mind that you will still be paying for the full week. For vacation rentals in Italy and France (Cuendet properties), as well as in the UK (English Country Cottages™), you must notify the owner in advance if you will be checking out early.

### Do I have to book from weekend to weekend, or can I choose a mid-week day to begin my vacation?

Vacations at most resorts are booked with Friday, Saturday or Sunday start dates.

### Is the price shown per person or per unit?

All prices are shown per unit, which means it is the same price for one person up to and including the maximum occupancy of that accommodation. Other charges may apply.

## Payment Process

### Can I just make a deposit or must I pre-pay for the entire trip?

All vacations must be pre-paid.

### Will taxes or other fees be charged to my account at the resort?

Taxes are included in the final price; additional fees for housekeeping and other amenities vary by resort and will be assessed upon check-in. For vacation rentals in Italy and France (Cuendet properties) the price includes taxes. However, you will need to provide a cash deposit, as well as your housekeeping fees, in Euros, at the time of check-in. The deposit will be given back to you at the end of your stay, minus any extra fees, if applicable, as well as any amount necessary to cover any damages that may have been made to the house or the furniture by you or your guests. Vacation rentals in the UK (English Country Cottages) for the most part, do not require a security deposit. If the property you want to book does require a deposit, it will be mentioned within the property description, or you may call our Vacation Guides for more information on your specific rental property: 1-877-STAY-EVR.

### What are my payment options?

We accept credit cards from most countries. However, prices are always charged in U.S. Dollars.

## Holds, Confirmations and Cancellations

### How do I check on a reservation?

To check on a reservation you may either call us at: 1-877-STAY-EVR or use our online tool to locate your booking simply by entering your confirmation number.

### How do I receive confirmation?

You will receive confirmation via email. Please add: endlessvacationrentals@evrentals.com to your email safe list to safeguard your confirmation email from being marked as spam. For vacation rentals in Italy and France (Cuendet properties) you will receive both a confirmation via email as well as a rental voucher. Please make sure to print out both documents and bring them with you; you will need them for check-in. For vacation rentals in the UK you will receive an acknowledgement as well as a final confirmation. The acknowledgement is not a final confirmation but just an acknowledgement of your intended purchase. Within 24 business hours you will receive a confirmation. Please make sure you receive the final confirmation, as this will verify your purchase and also provide directions and other critical information. Please print the confirmation and bring it with you.

**How do I cancel a reservation?**

You may cancel your reservation with our online tool. Simply enter your confirmation and follow the instructions, or call 1-877-STAY-EVR.

**Is there a cancellation fee? What's the refund policy?**

For all properties (excluding Cuendet and English Country Cottages properties), our cancellation policy is as follows:

If a booking is cancelled three days or more prior to the check-in date, we will refund one hundred percent (100%) of the total rental amount.

If a booking is cancelled 2 days or less prior to the check-in date, no refund will be made for any part of the rental amount.

No refunds will be given for no-shows or early check-outs. The property is not authorized to make any exceptions.

For English Country Cottages and Cuendet properties, the cancellation policy is as follows:

If a cancellation is received ninety one (91) days or prior to check-in date, we will refund one hundred percent (100%) of the total rental fee, less the booking fee.

If a cancellation is received between sixty-one (61) days and ninety (90) days prior to the check-in date, we will refund fifty percent (50%) of the total rental fee, less the booking fee.

If a cancellation is received between thirty-one (31) and sixty (60) days prior to the check-in date, we will refund twenty five percent (25%) of the total rental fee, less the booking fee.

If a cancellation is received thirty (30) days or less prior to the check-in date, no refund will be made for any part of the rental fee.

**Miscellaneous****How competitive are your prices compared to standard hotels?**

For the cost of a long weekend at a hotel, you or your clients can often stay for a whole week at one of our luxurious vacation resorts.

**How old do I have to be to book a vacation?**

The person booking the travel must be at least 21 years of age or older. The resort or property manager may otherwise refuse access to the reserved accommodation.