

REWARD ESCAPES FAQs



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WHAT IS A REWARD ESCAPE?

A Reward Escape is a specially curated trip for Club Secret members, offering elevated travel experiences with pre-planned convenience, unmatched value, and a fun-loving community of fellow Club Secret Escapers!

WHAT IS TYPICALLY INCLUDED IN A REWARD ESCAPE?

Reward Escapes often feature airport transfers, welcome receptions, farewell dinners, excursions, and all-inclusive accommodations. Each trip is unique, so check out the details for each adventure on your Club Secret site.

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ARE REWARD ESCAPES FOR INDIVIDUALS OR GROUPS?

You can go solo or bring friends! While you can purchase individually, these trips are designed with community in mind. Get ready to meet and mingle with other Club Secret members!

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WHERE CAN I SEE THE REWARD ESCAPES THAT ARE AVAILABLE?

All Reward Escapes are listed on the Club Seacret site. Just click on the “Experience Your Best” menu or scroll down and hit the “Reward Escapes” link.

WILL THE REWARD ESCAPES CHANGE FROM TIME TO TIME?

Absolutely! Reward Escapes will vary based on date, season, and availability. Stay tuned for new adventures!

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CAN I APPLY MY REWARD ESCAPE POINTS TOWARD THE PRICE OF A REWARD ESCAPE?

Yes! Each trip lets you use Reward Escape points to lower the price. Check the trip details on your Club Seacret site to see how many points you can apply.

HOW MANY ROOMS CAN I PURCHASE FOR A REWARD ESCAPE?

The number of rooms available varies. If you need more than one, just make separate reservations to apply your points correctly.

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WHERE DO I GET REWARD ESCAPE POINTS?

You can convert product credit or GetAway Points into Reward Escape points. Easy peasy!

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HOW DO I CONVERT MY PRODUCT CREDIT FOR REWARD ESCAPE POINTS?

- Go to the Shop page in your back office.
- Find the category called “Club Seacret Members Only”.
- Choose “Reward Escape points”
- Choose the quantity corresponding to your desired amount of Reward Escape points.
- Each quantity represents \$50 worth of points. For example, to convert \$150 USD, select a quantity of 3.
- Checkout and select the box to apply your applicable wallet credit.
- Points will be credited to your Club Seacret account in 2-4 business days and can be used towards the purchase of eligible Reward Escapes.

HOW DO I CONVERT MY GETAWAY POINTS FOR REWARD ESCAPE POINTS?

- Log into clubseacret.com and go to the GetAway section.
- Select the option to convert your GetAway points for Reward Escape points.
- You may convert 1 point per transaction – each GetAway point equals 1,000 Reward Escape points. For example, when converting 1 GetAway point, you will receive 1,000 Reward Escape points.
- Points will be credited to your Club Seacret account in 2-4 business days and can be used towards the purchase of eligible Reward Escapes.

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WHERE DO I SEE MY REWARD ESCAPE POINTS?

Check your Club Seacret Account Page under the coupon section. You'll see both available points and those you've used.

HOW LONG DOES IT TAKE FOR ME TO SEE MY REWARD ESCAPE POINTS AFTER I CONVERT MY PRODUCT CREDIT OR GETAWAY POINTS?

It takes just 2-4 business days for your points to show up in your Club Seacret account.

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WHEN DO MY REWARD ESCAPE POINTS EXPIRE?

Your points expire 1 year after they're issued or after you use them – whichever comes first. Check the expiration dates on your coupons and use the oldest ones first.

CAN I TRANSFER MY REWARD ESCAPE POINTS TO ANOTHER PERSON?

Sorry, points are non-transferable and expire if not used within 12 months. They can't be exchanged for cash or other products either.

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HOW MUCH IS A REWARD ESCAPE POINT VALUED AT?

Points are applied dollar-for-point. For example, 300 points can reduce a \$1500 trip to \$1200. Simple math for big savings!

WHAT CAN I USE MY REWARD ESCAPE POINTS TO BUY?

Reward Escape points can only be used toward Reward Escapes.

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CAN I USE MY REWARD ESCAPE POINTS TO BUY THE REWARD ESCAPES IN FULL?

No, each trip has a cap on the number of points you can use. Details are on the Reward Escape Page.

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HOW DO I APPLY MY REWARD ESCAPE POINTS TO REWARD ESCAPES?

Choose your trip, add it to your cart, and apply your points using \$50 coupons. Follow the prompts, and you're all set! Checkout and enjoy your confirmation.

WHAT TYPES OF COMMUNICATION SHOULD I EXPECT AFTER BOOKING MY REWARD ESCAPE?

You'll get an order confirmation right away. Expect an email 45-60 days before your trip for traveler info and flight details. Your Reward Escape Host will also reach out for any special requests.

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CAN I ADD EXTRA NIGHTS TO A REWARD ESCAPE?

Email clubsecret.info@secretdirect.com with your order number and requested dates. We'll work with the property to see if it's possible.

CAN I UPGRADE MY ROOM TYPE OF A REWARD ESCAPE?

Room upgrades are handled on-site and subject to availability. Just ask when you arrive!

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