

## **Frequently Asked Questions:**

### **General Questions**

**Q: Why has Vino Bello Resort been rebranded to a Club Wyndham name?**

**A:** The transition to Club Wyndham Vino Bello Resort reflects the growing number of Shell Vacations Club members who've embraced the expanded benefits of Club Wyndham Prefer.

**Q: Does the management transition and name rebranding impact my upcoming stay at Club Wyndham Vino Bello Resort?**

**A:** Your overall experience staying at Club Wyndham Vino Bello Resort is not changing. We are confident that by assuming the day-to-day management, we can provide a high level of exceptional service and incredible vacation experiences for all our guests. Please note, guest registration will now take place in The Cabernet Building (Building 1), 865 Bordeaux Way, Napa, CA 94558.

**Q: Will I receive all my Signature benefits at Club Wyndham Vino Bello Resort?**

**A:** Yes, you will continue to receive Signature benefits at Club Wyndham Vino Bello Resort with adherence to the Signature program guidelines and tier levels. In addition, Signature upgrades are available at the resort.

**Q: Will the other Shell Vacations Club locations also be rebranded to a Club Wyndham name?**

**A:** Yes, we will continue to evolve the branding at resorts in the Shell Vacations Club portfolio in a phased approach over the coming months and years.

**Q: Does the rebranding impact inventory availability for Shell Vacations Club members?**

**A:** No, Shell Vacations Club members continue to have the same access to their club inventory.

**Q: Is Shell Vacations Club going away?**

**A:** Members who prefer to continue with their existing Shell Vacations Club experience can be confident that their benefits, access, and overall enjoyment will remain the same. Although you will begin to see Club Wyndham branding over time, the heart of the Shell Vacations Club experience is here to stay.