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WHAT IS REWARD ESCAPE?

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

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WHERE CAN I SEE THE REWARD ESCAPES THAT ARE AVAILABLE?

All Reward Escapes are listed on the Club Viágo site. Just click on the "Travel" menu or scroll down and hit the "Let's Go" 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 VIÁGO POINTS TOWARD THE PRICE OF A REWARD ESCAPE?

Yes! Each trip lets you use Viágo Points to lower the price. Check the trip details on your Club Viágo 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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HOW DO I EARN VIÁGO POINTS?

You can earn Viágo Points through various activities, including:

Purchases: Earn points on qualifying purchases from Viágo Direct and Club Viágo.

Membership Rewards: Receive points monthly for being enrolled in Club Viágo Plus or Standard.

Referrals: Gain points for each successful referral to Club Viágo Plus or Standard.

These points can be redeemed for discounts on products and experiences. For more information on Viágo Points, visit [here](#).

HOW DO I CONVERT MY GETAWAY POINTS TO USE ON REWARD ESCAPES?

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- Log into clubviago.com and go to the GetAway section.
- Select the option to exchange your GetAway points for Viago Points.
- You may convert 1 point per transaction – each GetAway point equals 1,000 Viago Points. For example, when converting 1 GetAway point, you will receive 1,000 Viago Points.
- You will see the Viago Points credited to your account right away.
- These new Viago Points will be available to use for eligible purchases after 24 hours.

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WHERE DO I SEE MY VIÁGO POINTS?

Check your Club Viago Account Page under Viago Points. You can also see your Viago Points balance in the right top toolbar of your Club Viago account after you login.

HOW LONG DOES IT TAKE FOR ME TO SEE MY VIAGO POINTS AFTER I EXCHANGE MY GETAWAY POINTS?

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You can see them immediately after you Exchange. They will be available to use toward eligible purchases 24 hours after your exchange.

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WHEN DO MY VIÁGO POINTS EXPIRE?

Your points expire 1 year after they're issued or after you use them – whichever comes first. Don't worry, the system will use the oldest points first when applied towards eligible purchases.

CAN I TRANSFER MY REWARD ESCAPE POINTS TO ANOTHER PERSON?

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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 VIÁGO 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 VIÁGO POINTS TO BUY?

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Here's a helpful flyer to show you how you can use your Viágo Points. ([link](#))

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CAN I USE MY VIÁGO 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.

HOW DO I APPLY MY VIÁGO POINTS TO REWARD ESCAPES?

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Choose your trip, add it to your cart, and apply your points in the shopping cart. Follow the prompts, and you're all set! Checkout and enjoy your confirmation.

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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.

CAN I ADD EXTRA NIGHTS TO A REWARD ESCAPE?

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

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CAN I UPGRADE MY ROOM TYPE OF A REWARD ESCAPE?

Room upgrades are subject to availability. Email info@clubviago.com and ask about the particular trip you are interested in. Then we will work with the property to check availability for you.