Surge365 Member Guide

When you first log into the website, it could seem intimidating because of the large amount of benefits we offer.

Our Member Hotline, (858) 622-2904, is very helpful.



Click on the Support tab at the top of the Members Booking webpage and Concierge Support on the left. You can have a live chat with a customer service representative or set up a time and date for one of our personal concierges to speak to you at a time that is convenient for you.

My Account

Once on the main page to get started, click on "My Account".

View Reservations: Under this tab you can view, print, update, or cancel your reservations. You can even send us a message should you have a question or concern about any of your reservations. Finally, all of your travel history organized in one place!

Chat: 24/7 Chat Support: Chat with the Travel AI or Live Agent. Please take advantage of our self-service options such as our FAQ's or Chat with an agent.

Reward Credits: Imagine a program that rewards you for taking a vacation! With our exclusive Reward Program you will earn credits every time you travel. Anytime you book anything on our site, you will receive 1.5 credits for every dollar spent. Redeem your credits at any time for discounts on travel costs, gift cards and more.

Saved Credit Cards: Save even more time when booking a vacation on our site! Save your credit card information to your account and then just choose which credit card you would like to use on the booking page. It's quick, safe, and easy!

Update Family Members: Update your family members to ensure that all family members are enjoying the benefits of being a member. You can add up to 4 travelers to your Surge365 account.

Savings Calculator: The Savings Calculator is a great tool for you to quickly and easily calculate your potential yearly savings. You will be able to enter in the number of times you partake in an activity and select the number of adults and children in your household. As you enter in these numbers, the total yearly savings at the top will automatically calculate!

Travel Requests: Whether you are looking to take your church group on a vacation to the Cape or planning a grand family reunion in Southern California, we can help! Submitting a group travel request is quick and easy. You can visit our Concierge page and fill out all of the requested information and a member of our Concierge team will contact you back with all the necessary information or you can call a Personal Concierge and submit a request over the phone at 858-264-5560.

Accommodations

Whether you wish to book a quick vacation package, go on a one-night getaway, or set off on a relaxing weeklong retreat, we will be able to provide you with the simplicity of booking all three.

Hotels: Don't feel like taking a full vacation? Are you planning a weekend escape to Vegas or a one-night getaway in your own hometown? Your membership gives you access to hotel accommodations at prices well below retail value. Type in the location of where you would like to travel to, your arrival and departure dates, a minimum star rating, and how many guest will be joining you. Browse among thousands of resorts situated all over the world. View your membership savings as soon as you hit "Search"!

Weekly Stays: In the Weekly Stays Section club members are provided with exclusive access to more

than 10,000 vacation accommodations at more than 2,000 resorts, condos, and villas worldwide! All you need to do is choose a destination from the dropdown menu, type in a preferred arrival date, and how many guests you will be traveling with. Note: Once you click "Search", you can filter your results by location; just click on the "Filter" dropdown menu to the top right of your search results.

Worldwide Tours: Our Worldwide Tours section offers members the opportunity to book discounted guided tours to destinations all over the world. Start off by selecting the location and a date range. You can also select the max price you are willing to spend and the amount of days you wish to travel for; however, these advanced search options are completely optional and can be left blank if your plans are flexible. Watch as a number of tours appear below. Then select a tour and a travel date, and enter in the passenger information. You can also request a quote with airfare included and choose between a variety of hotels to accommodate you during your stay.

Cruises

Members enjoy the excitement of cruising to exotic destinations. These cruises are priced at deeply discounted rates not available to the public. Once again, you have the option of searching for your specific travel needs or you can take advantage of some of the packages that are featured. Just make sure to choose a location and a preferred sailing date.

Cars

Imagine being able to rent a car for a fraction of the retail price. With your vacation club membership, you can! We have pickup and drop-off locations in the United States, Mexico, Canada, and a variety of other locations. Renting a car has never been so affordable and easy. Choose a pickup location, date, and time and a drop-off location, date, and time, and click "Search". You will be able to compare a number of car types and prices.

Things To Do

Activities and Excursions: Once you've booked your vacation, be sure to check out the many activities and excursions that we offer. Whether you're looking to go on a diving adventure in the Bahamas or sand boarding in Dubai, as a club member there are thousands of options at your fingertips. Just type in your destination and one of your travel dates, and then click "Search".

Flights

Our advanced technology will shop the internet for you, finding the best airfare for any destination. We can help find the best prices for you and give you all of the best route options for flights at times that work for you!

Marketplace

Marketplace provides a private platform for members to rent and bid on vacation weeks for negotiable rates. Marketplace allows you to list your vacation week for cashback ("Cash").

Timeshare Owners

Among the many services that we provide to our members, we also offer a number of interval exchange programs for timeshare owners. We understand that many times timeshare owners are not able to take advantage of their intervals. For that reason we have developed a variety of options for you to get the most out of your vacationing experience.

V.O.I.C.E.: V.O.I.C.E. is the most dynamic exchange product available to vacation interval owners. With V.O.I.C.E., you can decide each year how you want to use your interval, with much greater flexibility. V.O.I.C.E. allows you to deposit your interval for reward credit.

This reward credit can then be redeemed for accommodations, activities and excursions, cars, cruises, and much more!

The first step to V.O.I.C.E. is to deposit your week. Once you are on the V.O.I.C.E. page, choose the city where your resort is located. You will notice that a drop down menu appears below with all of the resorts within that city. Find your resort in the dropdown menu, enter in the unit type, the week number, and the year of the week you would like to deposit, and then click on Check Redemption Price. If you are happy with the amount of points you would receive for your week, fill out the form below. Note: If you do not see your resort, make sure to click on "Click Here" to submit your resort.

The next step is the Unit Release Process. Print out the form on the following page, fill it out and sign it, and then return it either by fax to (877)737-1542 or by email to voice@surge365.com. Note: Once we receive the signed unit release form, we will need to get approval from the resort to take over the week. This may take up to two weeks.

Timeshare Exchange: Why pay money to exchange your timeshare interval? Timeshare Exchange is a great way to deposit your timeshare interval and pull out a more appealing week at no cost to you. Deposit your week at least sixty days prior to the arrival date for "Exchange Credits" which can be redeemed for any week listed in the Exchange Inventory.

There are five easy steps:
1. Check Redemption Value
2. Submit Owner Information
3. Complete and Sign Release Form
4. Receive Confirmation by Email
5. Shop for Exchange

List Your Property: Would you rather get cash for your timeshare interval? We can help! Just "List Your Property"! This feature gives you the opportunity to rent out your timeshare interval for the price of your choice. Directly market your property to over 100,000 people at no charge to you!

Products

eGift Cards: Use your reward credits to purchase eGift Cards redeemable at some of your favorite stores and restaurants. After purchasing your eGift Card, you will receive an email with the gift card voucher. Print it out and redeem it in store or use the voucher code to shop online. It's that easy!

Restaurant.com: We are now offering $100 Restaurant.com gift cards for only $10 or 1,000 reward credits! A Restaurant.com gift card allows you to choose from over 18,000 participating restaurants nationwide and can also be used for purchases through online partners such as Mrs. Fields, LobsterGram, and more.