



YOUR CLUB DIGITAL EXPERIENCE

ACCOR VACATION CLUB
accorvacationclub.com.au

MEMBERS' GUIDE TO
NAVIGATE THE WEBSITE

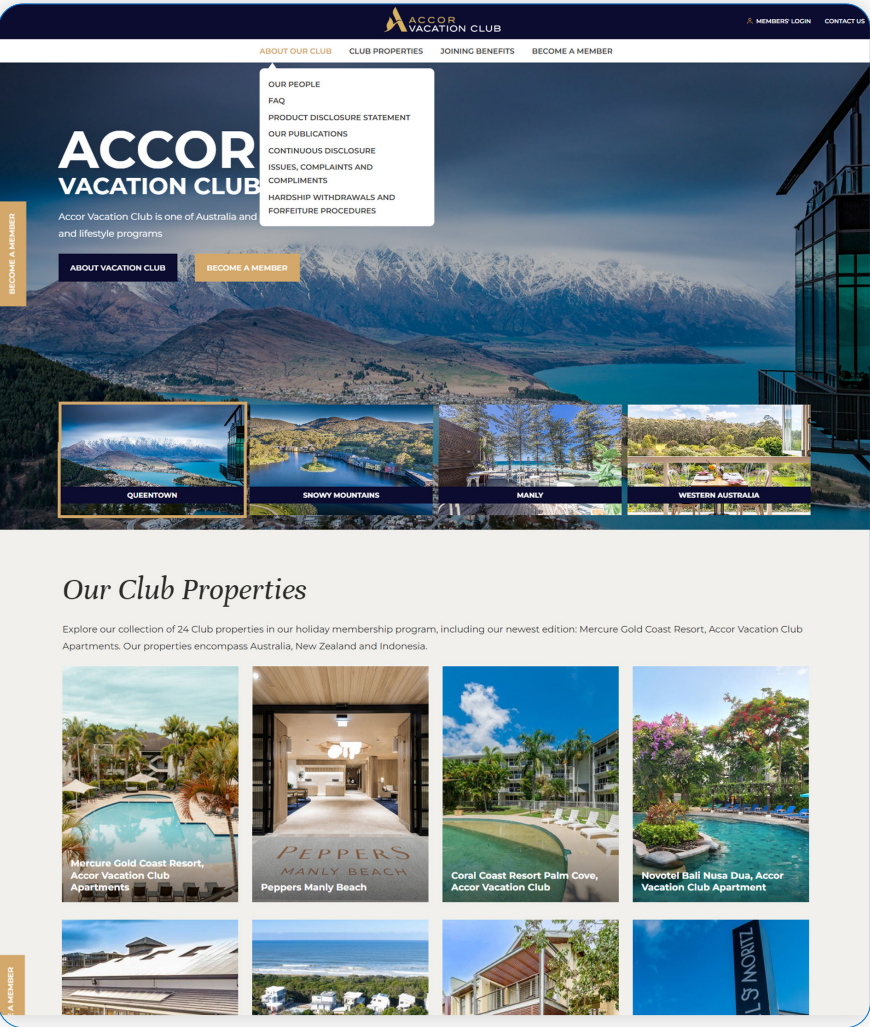


CLUB WEBSITE



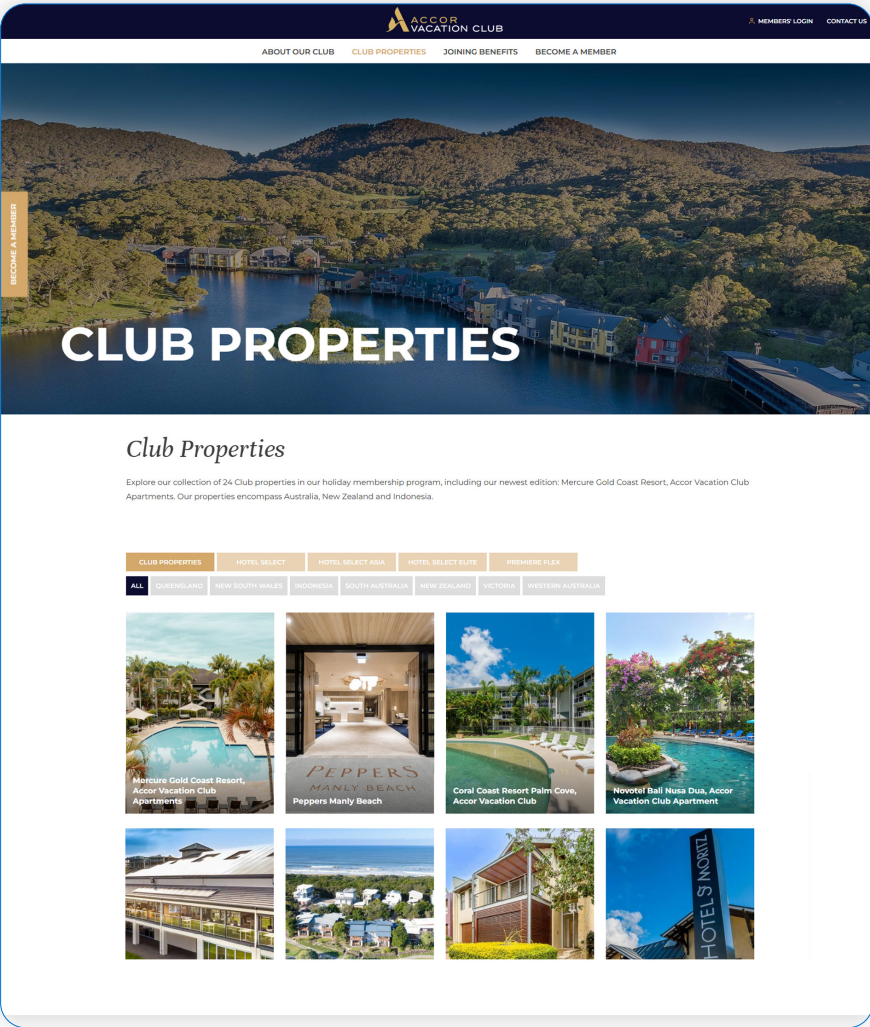
CLUB PROPERTY TABS

View your club information including FAQs, publications and club updates.



CLUB PROPERTY TABS

Access information about your club resorts directly from the homepage. Select all or view via state/region.

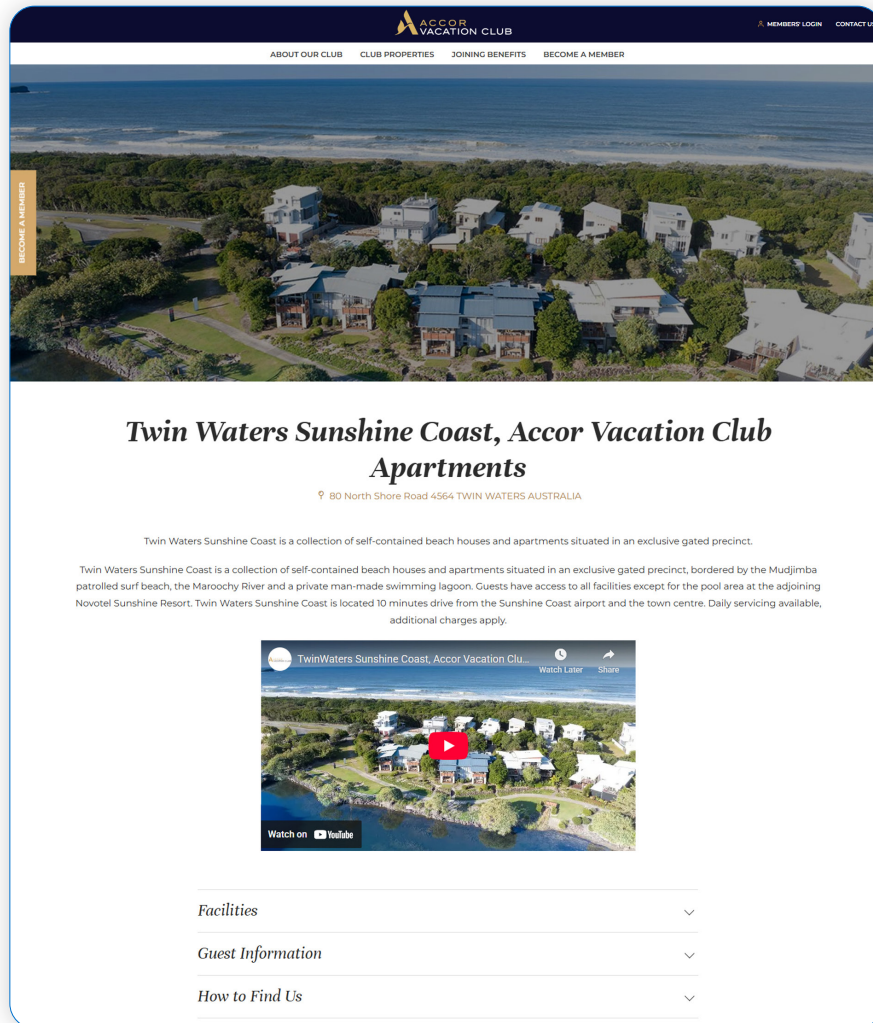


CLUB WEBSITE



CLUB RESORT PAGES

Each resort has its own page, where you can view the room details, amenities and more. Exclusive member information is showed after log-in.

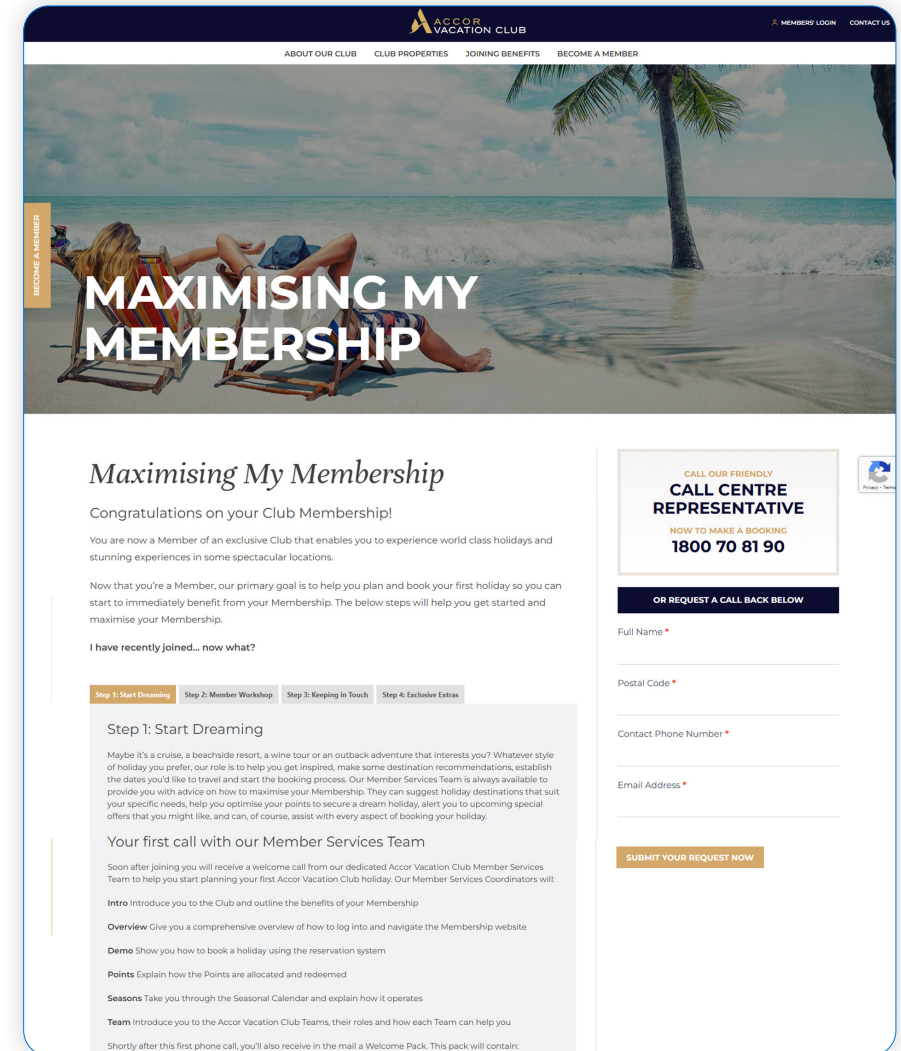


The screenshot shows the website for Twin Waters Sunshine Coast, Accor Vacation Club Apartments. The header includes the Accor Vacation Club logo and navigation links: ABOUT OUR CLUB, CLUB PROPERTIES, JOINING BENEFITS, BECOME A MEMBER, MEMBERS' LOGIN, and CONTACT US. The main image is an aerial view of the resort. Below the image, the title "Twin Waters Sunshine Coast, Accor Vacation Club Apartments" is displayed, followed by the address "80 North Shore Road 4564 TWIN WATERS AUSTRALIA". A paragraph describes the resort as a collection of self-contained beach houses and apartments in an exclusive gated precinct. Below this is a video player showing a view of the resort. At the bottom, there are three expandable sections: Facilities, Guest Information, and How to Find Us.



SUPPORT PAGES

Key information about the club is retained in this section.



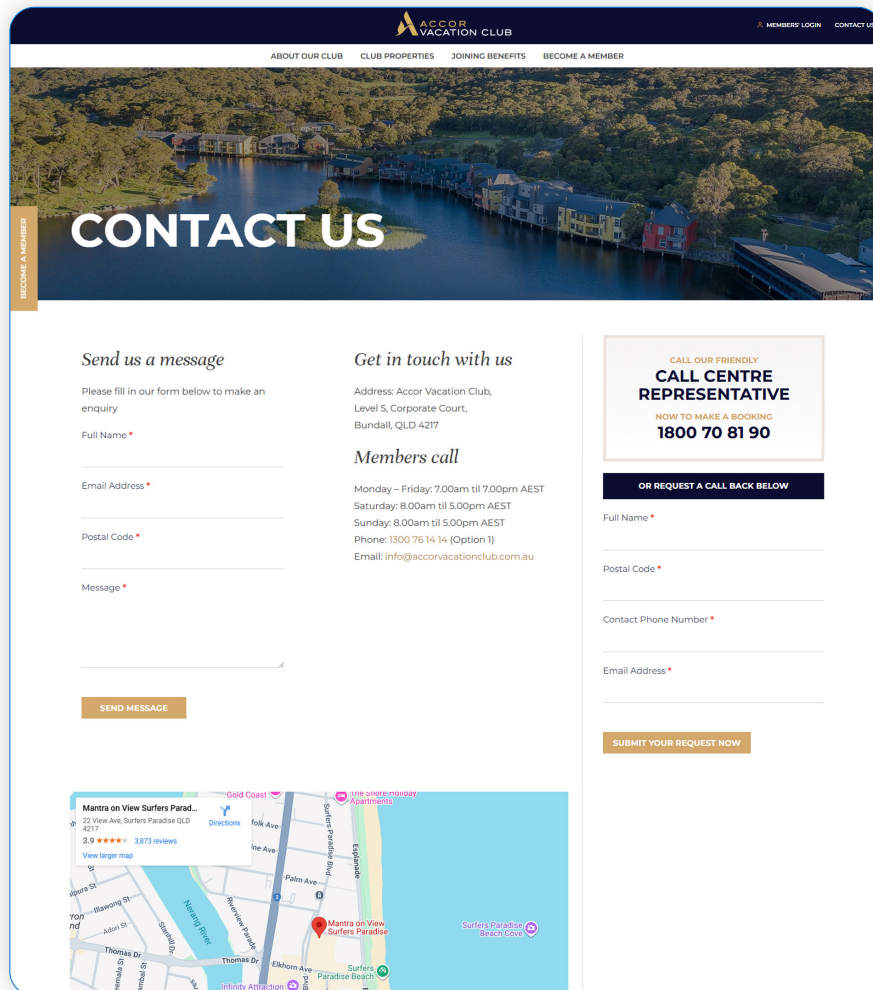
The screenshot shows the website for Maximising My Membership. The header includes the Accor Vacation Club logo and navigation links: ABOUT OUR CLUB, CLUB PROPERTIES, JOINING BENEFITS, BECOME A MEMBER, MEMBERS' LOGIN, and CONTACT US. The main image is a beach scene with two people relaxing. Below the image, the title "Maximising My Membership" is displayed, followed by the text "Congratulations on your Club Membership!". A paragraph describes the benefits of the membership. Below this is a section titled "I have recently joined... now what?" with four steps: Step 1: Start Dreaming, Step 2: Member Workshop, Step 3: Keeping in Touch, and Step 4: Exclusive Extras. The first step, "Step 1: Start Dreaming", is expanded, showing a paragraph about the role of the Member Services Team and a list of services: Intro, Overview, Demo, Points, Seasons, and Team. At the bottom right, there is a call to action "SUBMIT YOUR REQUEST NOW" and a contact center representative information box.

MEMBER LOGIN



CONTACT US

You can find a list of phone numbers and email addresses for the team or department you require assistance from, organised by country, by clicking on “Contact Us” located in the top right corner of the site menu.



CONTACT US

Send us a message

Please fill in our form below to make an enquiry

Full Name *

Email Address *

Postal Code *

Message *

SEND MESSAGE

Get in touch with us

Address: Accor Vacation Club,
Level 5, Corporate Court,
Bundall, QLD 4217

Members call

Monday – Friday: 7:00am til 7:00pm AEST
Saturday: 8:00am til 5:00pm AEST
Sunday: 8:00am til 5:00pm AEST
Phone: 1300 76 14 14 (Option 1)
Email: info@accorvacationclub.com.au

**CALL OUR FRIENDLY
CALL CENTRE REPRESENTATIVE**

**NOW TO MAKE A BOOKING
1800 70 81 90**

OR REQUEST A CALL BACK BELOW

Full Name *

Postal Code *

Contact Phone Number *

Email Address *

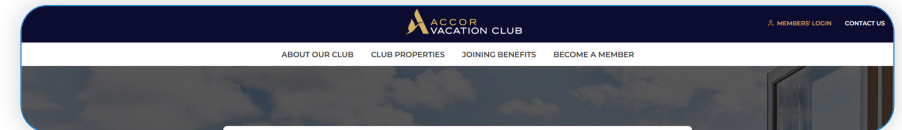
SUBMIT YOUR REQUEST NOW

Mantra on View Surfers Parad...
22 View Ave, Surfers Paradise QLD 4217
3.9 ★★★★★ 3,873 reviews
View larger map



LOGGING IN

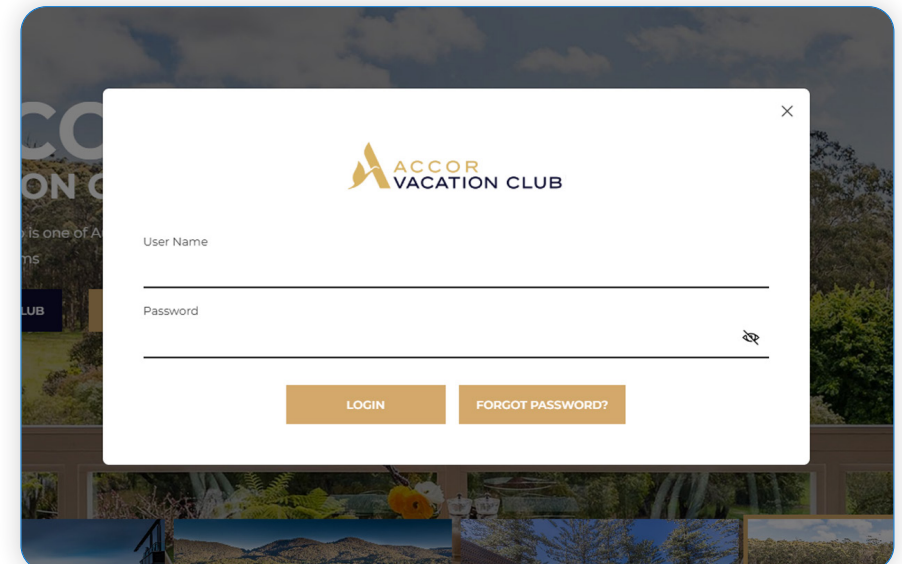
To access your account, click on “Members’ Login” in the upper right corner and enter your credentials.



PASSWORD

New password must contain:

- minimum 8 characters
- 1 number
- 1 upper case
- 1 lower case
- 1 special character



ACCOR VACATION CLUB

User Name

Password

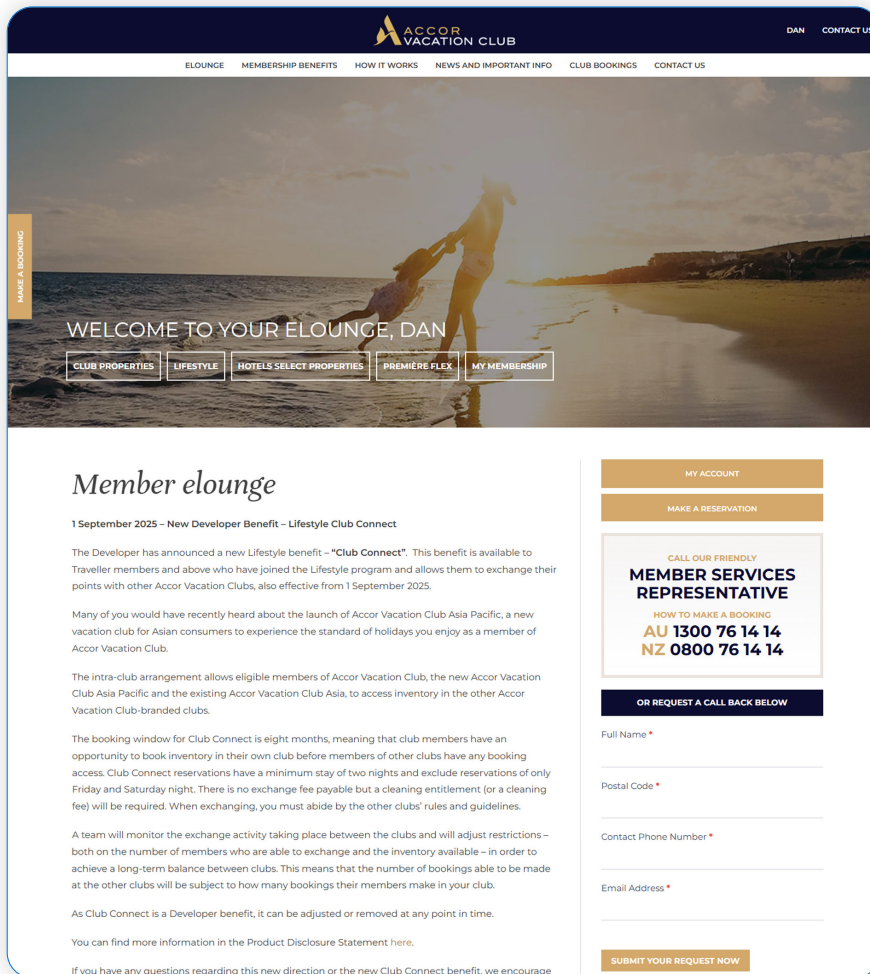
LOGIN **FORGOT PASSWORD?**

MEMBER LOGIN



MEMBER DASHBOARD

The member dashboard includes quick links that enable club members to book a stay, keep track of points and view reservations. Additionally, the page provides links to connect members to the club resort, contact us and social media pages.

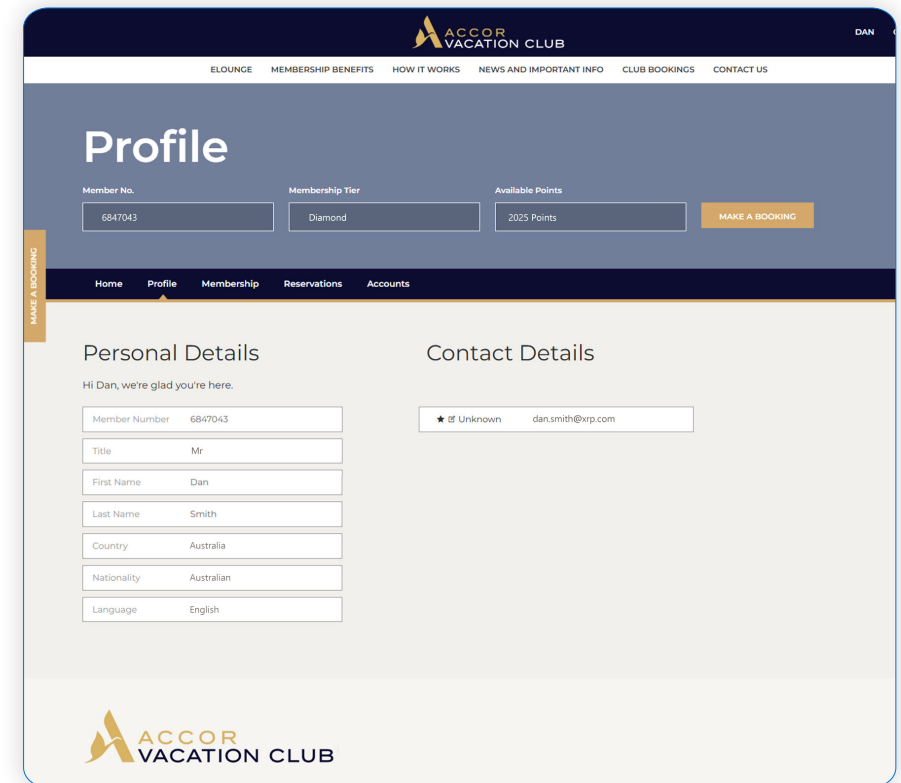


The screenshot shows the 'Member lounge' page. The header includes the Accor Vacation Club logo and navigation links: ELounge, MEMBERSHIP BENEFITS, HOW IT WORKS, NEWS AND IMPORTANT INFO, CLUB BOOKINGS, and CONTACT US. A large banner image shows a family playing on a beach. Below the banner, there are buttons for 'CLUB PROPERTIES', 'LIFESTYLE', 'HOTELS SELECT PROPERTIES', 'PREMIERE FLEX', and 'MY MEMBERSHIP'. The main content area is titled 'Member lounge' and features a news article about a new 'Club Connect' benefit. On the right side, there is a 'MY ACCOUNT' section with a 'MAKE A RESERVATION' button and a 'CALL OUR FRIENDLY MEMBER SERVICES REPRESENTATIVE' section with contact numbers for Australia and New Zealand. At the bottom, there is a 'SUBMIT YOUR REQUEST NOW' button.



PROFILE

Click “My Account” on the elounge section to navigate to this page. Click on the “Profile” tab to see your personal details and contact details. You can edit your contact details by clicking the pencil icon. Ensure you select your preferred contact details so they appear on your dashboard.



The screenshot shows the 'Profile' page. The header is the same as the dashboard. The main content area is titled 'Profile' and shows member information: Member No. 6847043, Membership Tier Diamond, and Available Points 2025 Points. There is a 'MAKE A BOOKING' button. Below this, there are tabs for 'Home', 'Profile', 'Membership', 'Reservations', and 'Accounts'. The 'Profile' tab is active, showing 'Personal Details' and 'Contact Details'. The 'Personal Details' section includes fields for Member Number, Title, First Name, Last Name, Country, Nationality, and Language. The 'Contact Details' section includes a field for email address. At the bottom, there is the Accor Vacation Club logo.

MEMBER LOGIN



MEMBERSHIP

Click on the “Membership” tab to see your membership details, like your membership tier, points available, points owned, and points due to expire. You may also view your membership points transactions in the table below this page.

ACCOR
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DANCONTACT US

ELOUNCE

MEMBERSHIP BENEFITS

HOW IT WORKS

NEWS AND IMPORTANT INFO

CLUB BOOKINGS

CONTACT US

Membership

Member No.

Membership Tier

Warning</div> Undefined varia

Available Points

MAKE A BOOKING

Home

Profile

Membership

Reservations

Accounts

Membership Overview

Club
Accor Vacation Club

Membership Tier
Diamond

Points Available
2025

Current Levy Balance
0

Points Owned
25000

Points Due To Expire
2025 (2027-05-31)

Points Transactions

The table below displays all Points Transactions for your Membership.

10 entries per page

Search:

Transaction Date

Valid From

Transaction Type

Points

Valid To

Remarks

No data available in table

Showing 0 to 0 of 0 entries

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RESERVATIONS

Click on the “Reservations” tab to view a list of your recent reservations. Click “View” on the Reservation column to view booking summary. Click “Arrival” to toggle between upcoming and past reservations.

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DANCONTACT US

ELOUNCE

MEMBERSHIP BENEFITS

HOW IT WORKS

NEWS AND IMPORTANT INFO

CLUB BOOKINGS

CONTACT US

Reservations

Member No.
5339552

Membership Tier
Diamond

Available Points
11120 Points

MAKE A BOOKING

Home

Profile

Membership

Reservations

Accounts

Reservation

Your recent Reservations are listed below. To make a Booking, please click the “Make A Booking” button. Within the Booking Site, you will be able to review your entire Points History for your Membership.

10 entries per page

Search:

Reservation ID

Property

Arrival

Departure

Status

Unit Type

Reservation Info

5008266

Novotel Bali Nusa Dua

01 Oct 2025

11 Oct 2025

Confirmed

TBA 3 Bed

VIEW

5008267

Novotel Bali Nusa Dua

12 Nov 2025

17 Nov 2025

Confirmed

TBA 2 Bed

VIEW

Showing 1 to 2 of 2 entries

ACCOR
VACATION CLUB

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Members Call AU: 1300 76 14 14

Members Call NZ: 0800 76 14 14

Non Members: 1800 70 81 90

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MEMBER LOGIN



ACCOUNTS

Click “Accounts” tab to view a list of your Account Information.

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ELOUNGE MEMBERSHIP BENEFITS HOW IT WORKS NEWS AND IMPORTANT INFO CLUB BOOKINGS CONTACT US

Accounts

Member No.
5339552

Membership Tier
Diamond

Available Points
11120 Points

MAKE A BOOKING

Home Profile Membership Reservations Accounts

Account Information

10 entries per page

Search:

Company	Account Type	Currency	Balance	Transactions	Statement
Accor Vacation Club		AUD	0.00	VIEW	PRINT
Accor Vacation Club		AUD	541.67	VIEW	PRINT
Accor Vacation Club		AUD	18,958.33	VIEW	PRINT

Showing 1 to 3 of 3 entries

ACCOR
VACATION CLUB

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Disclosure Statement Financial Services Guide Members Call AU: 1300 76 14 14 Members Call NZ: 0800 76 14 14 Non Members: 1800 70 81 90

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MAKE A BOOKING

To make a booking, click the “Make a Booking” button easily found in the upper right part of the “Profile”, “Membership”, “Reservations” or “Accounts” tabs.

ACCOR
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ELOUNGE MEMBERSHIP BENEFITS HOW IT WORKS NEWS AND IMPORTANT INFO CLUB BOOKINGS CONTACT US

Book Now

Member No.
5339552

Membership Tier
Diamond

Available Points
11120 Points

MAKE A BOOKING

Overview

Welcome to the Online Booking site. Please review your Points Balance or Search for Availability below
Return back to the Member Portal for Club Fee Payments using the My Account button at the top of the page.

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Home [Hide Search](#) Member App Logout

Search for Availability

Region
Please select a Region

Property
Select or leave empty for all

Search From
2025-10-15

SEARCH

Overview Points Transactions

Remember, all booking windows open at midnight Queensland time.

Overview:

Level: Gold

Points Available: 7298

Clean Credits Available: 4

Membership Anniversary: 01 Jan

Points Due to Expire: 3298 31 Dec 2025

RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND \ FAIRMONT \ SLS \ SO \ SOFITEL \ THE HOUSE OF ORIGINALS
RIXOS \ ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN \ PULLMAN \ SWISSÖTEL \ ANGSANA
25HOURS \ HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ JO&JOE \ HOTELPI