ACCOR
VACATION CLUB
ASIA PACIFIC

YOUR CLUB DIGITAL EXPERIENCE

ACCOR VACATION CLUB ASIA PACIFIC
accorvacationclubap.com

MEMBERS' GUIDE TO NAVIGATE THE E-LOUNGE

Use this quick guide to use your website and E-Lounge to access membership details, check your points balance, and make online bookings.

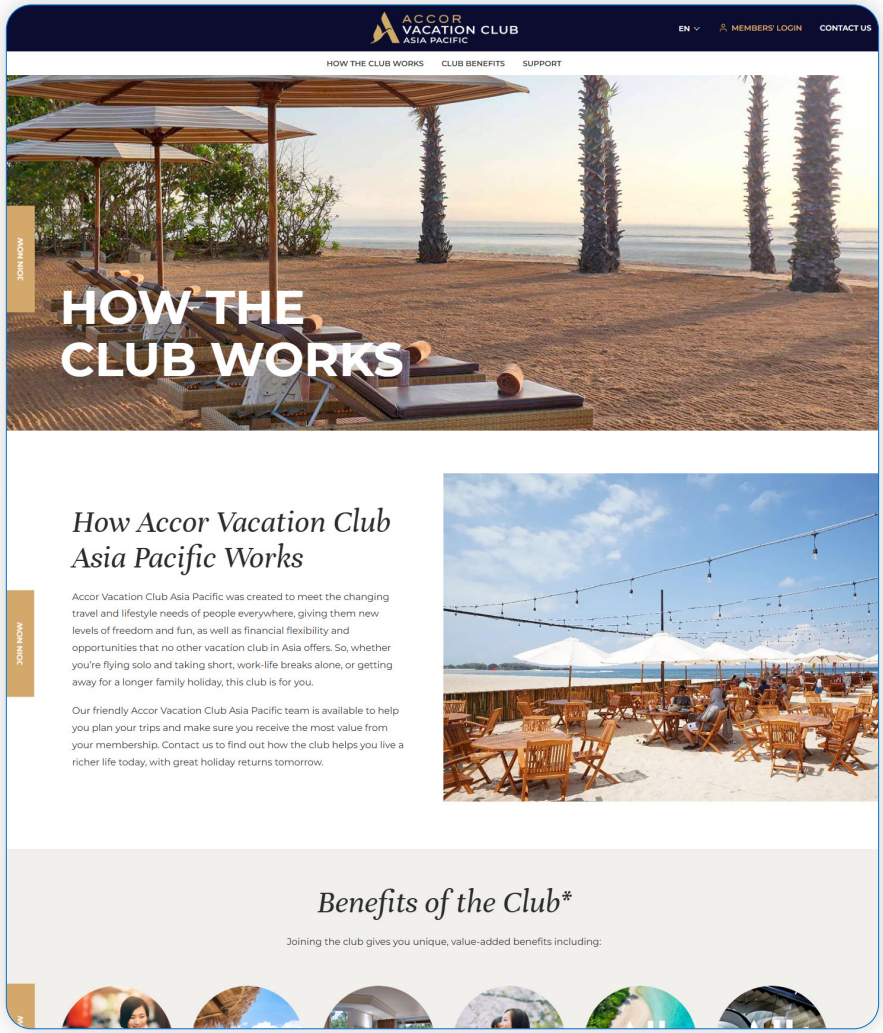


26-5753-AAPMM

CLUB WEBSITE

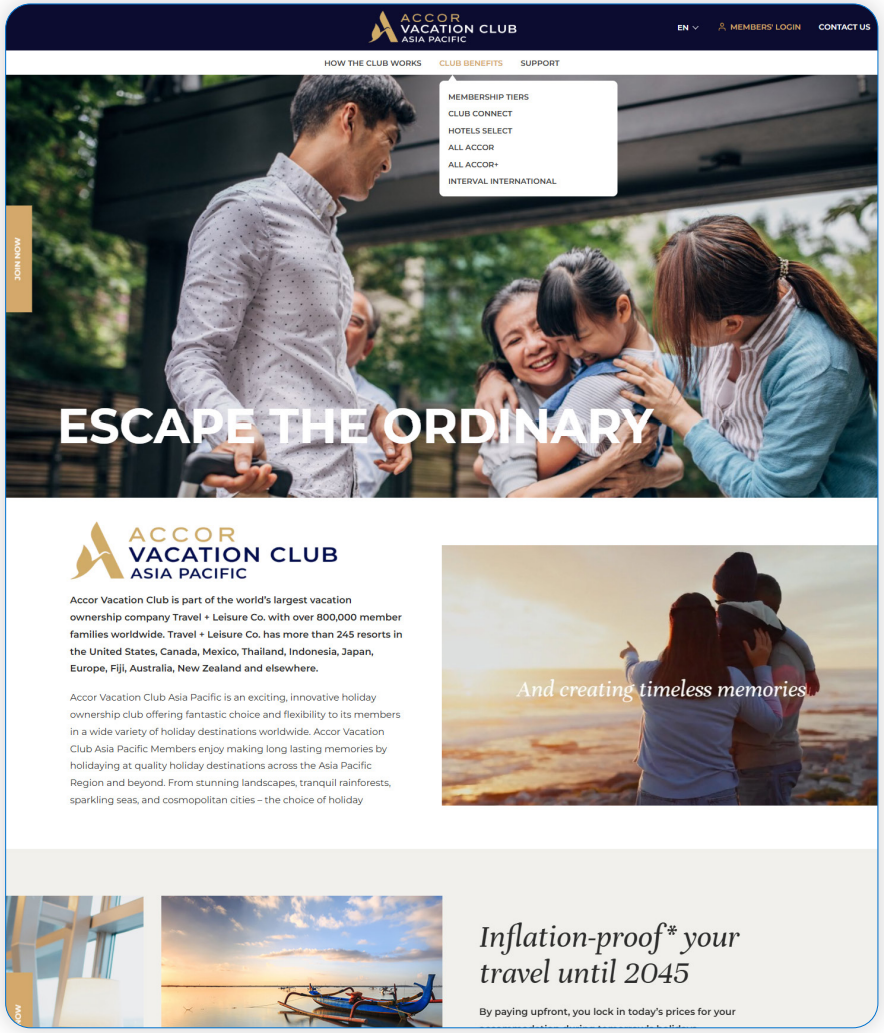
HOW THE CLUB WORKS

Learn more about the Exchange Network, Flexi-Levy , All Accor and ALL Accor+.



CLUB BENEFITS

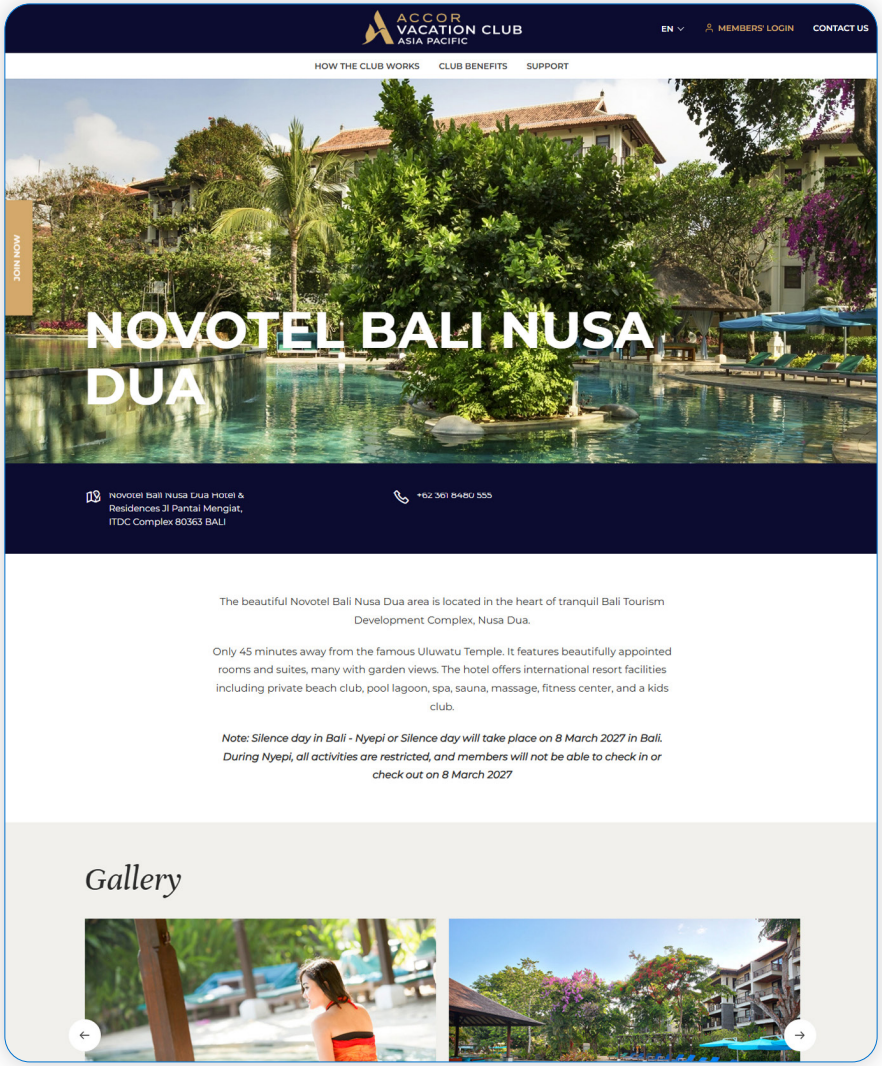
Learn more about membership tiers, and benefits of being a club member.



CLUB WEBSITE

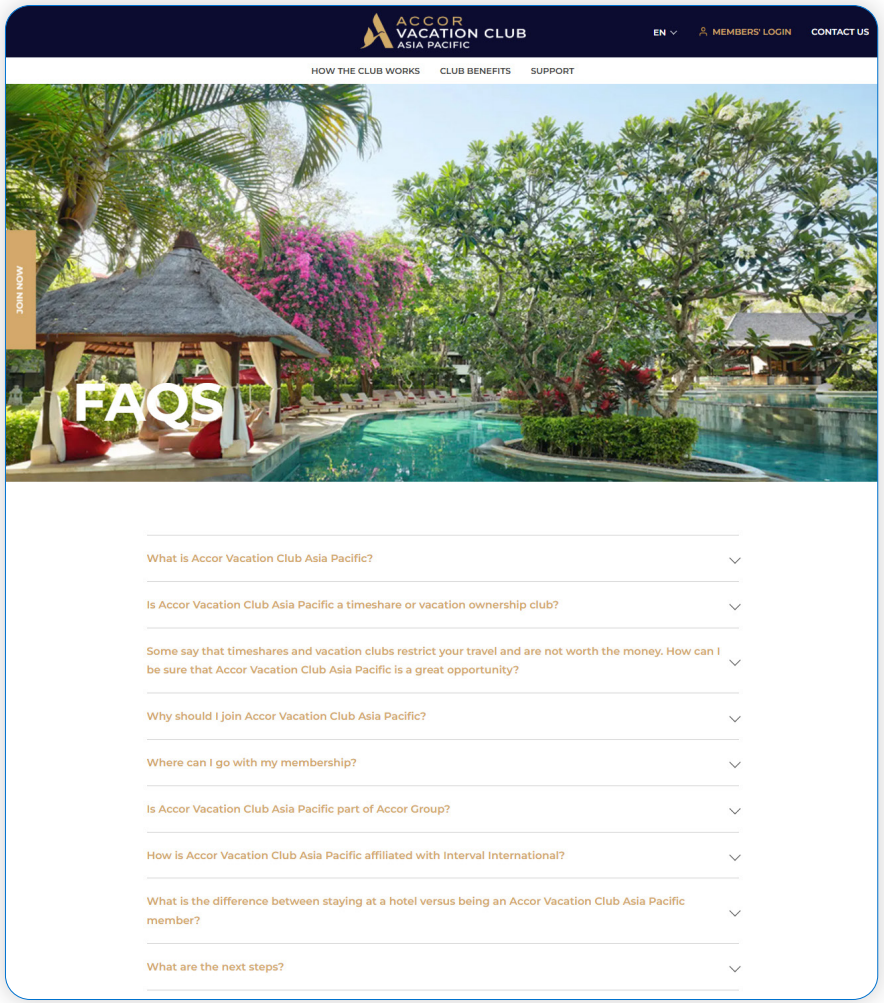
CLUB RESORT PAGE

Each resort has its own page, where you can view the room details, amenities and more.



FAQ PAGE

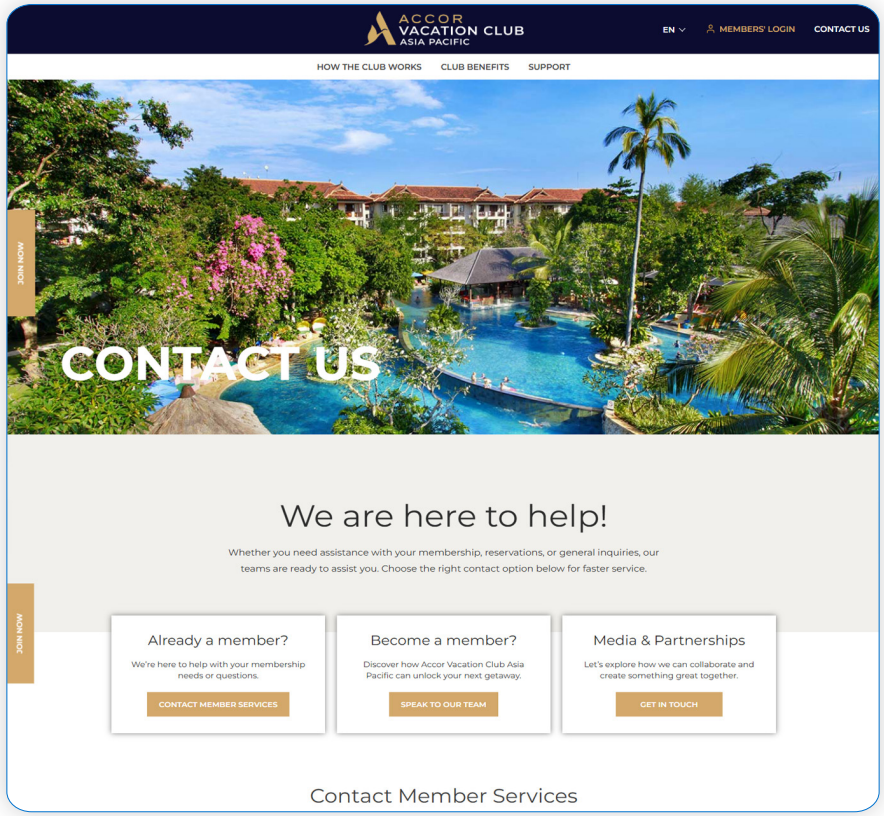
The FAQ page serves as a helpful resource for club members seeking information and assistance. It covers a wide range of topics about your membership.



CLUB WEBSITE

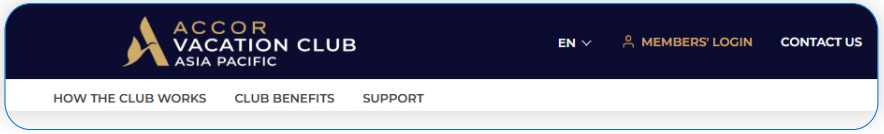
CONTACT US

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.



LOGGING IN

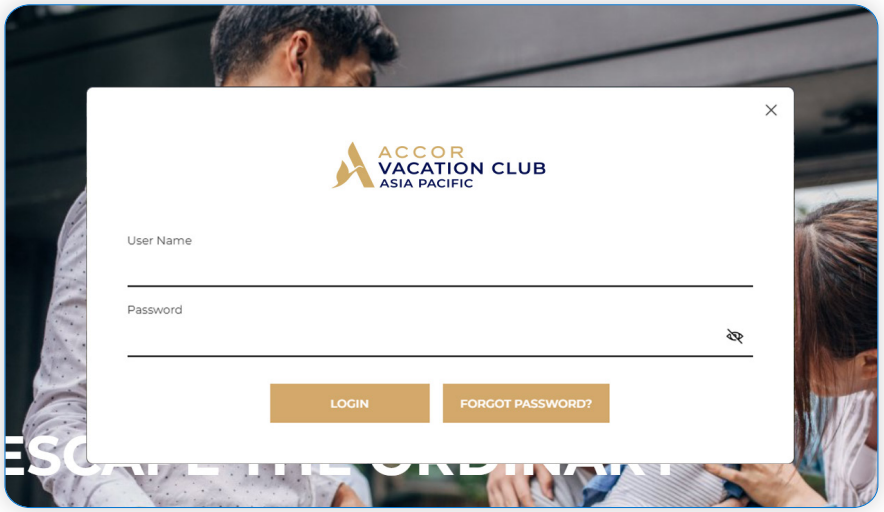
Visit the website and select **Members’ Login** on the right-hand side of the page. Enter your login details to open your member E-Lounge.



PASSWORD

New password must contain:

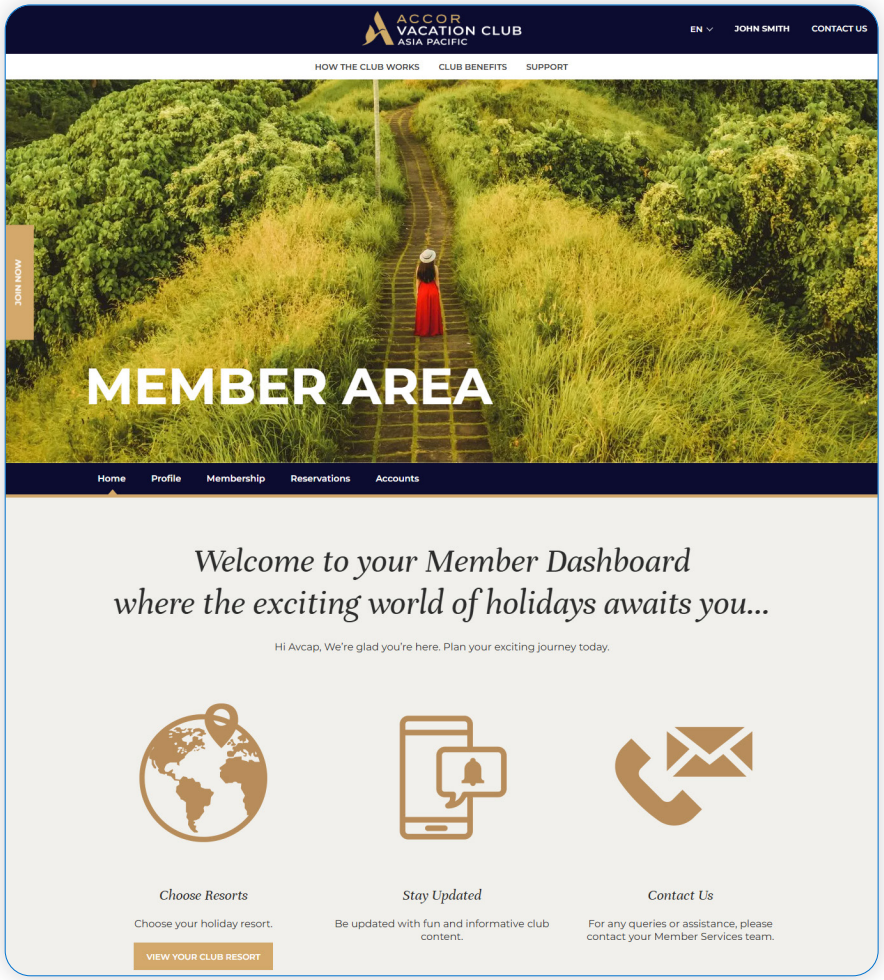
- minimum 8 characters
- 1 number
- 1 upper case
- 1 lower case
- 1 special character



MEMBER LOGIN

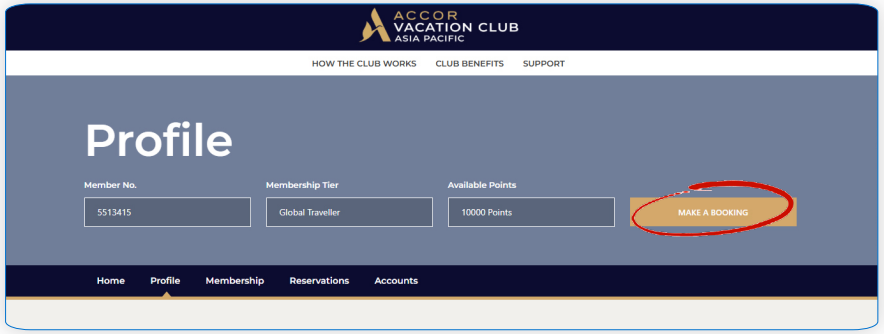
MEMBER DASHBOARD

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.



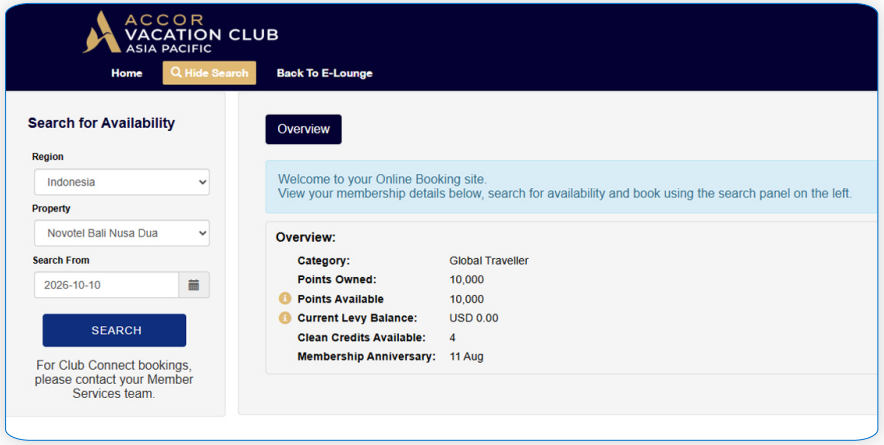
MAKE A BOOKING

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.



a. Search for availability. Enter your preferred destination, travel dates and number of guests in the search panel. Your membership details will remain visible on the booking screen.

For Club Connect bookings, please call your Member Services team.

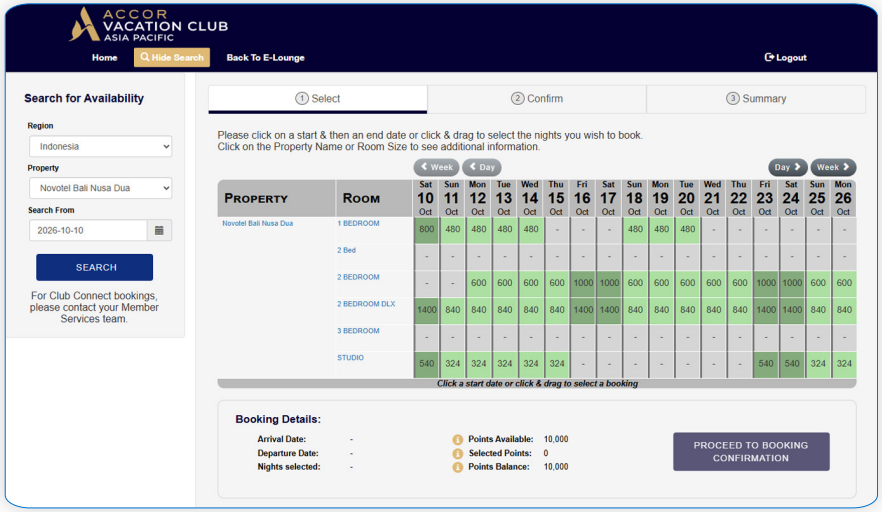


MEMBER LOGIN

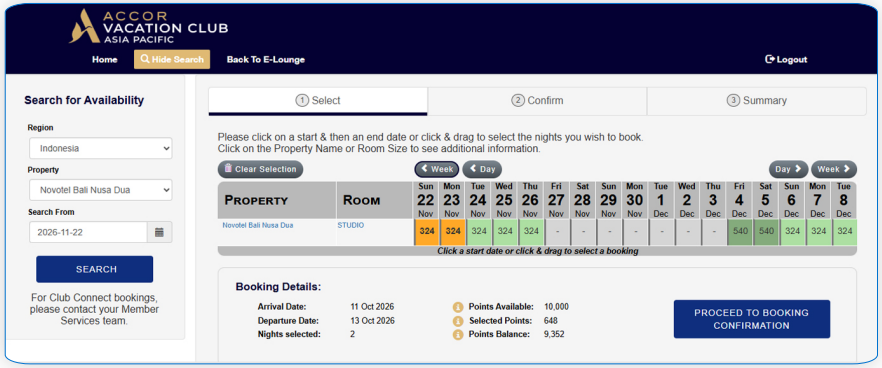
ACCOR VACATION CLUB ASIA PACIFIC

MAKE A BOOKING

b. Choose your room and dates. Review the available options, then select the room type and dates that suit your travel plans.

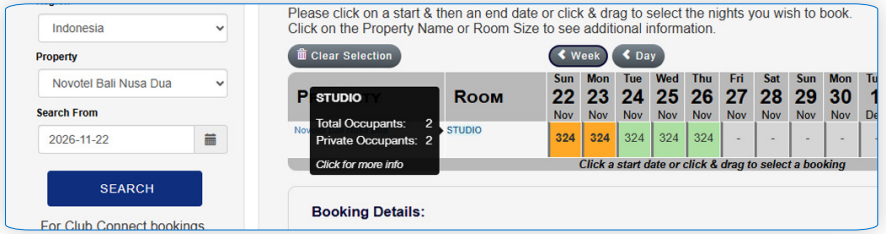


In this example, select Studio Room for November 22-23:



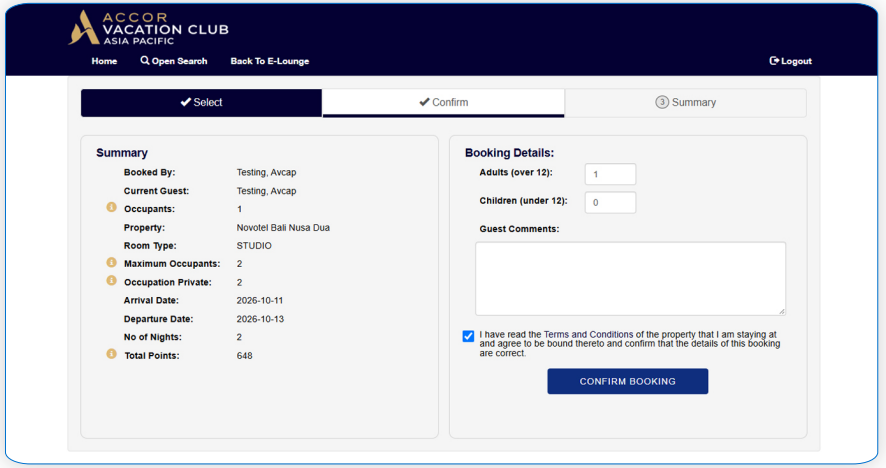
MAKE A BOOKING

c. View room details. Select a room type to view more information in a pop-up window.



d. Review your booking. Check the booking summary, including the points required. When you are ready, select **Proceed to Booking Confirmation**.

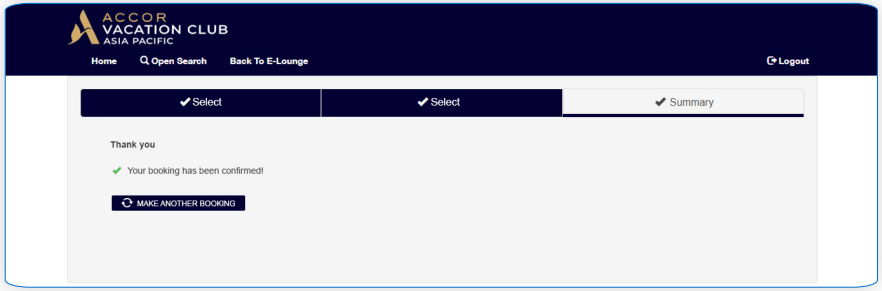
e. Confirm your details. Review your personal details and add guest names, if required. Once submitted, your booking confirmation will be sent to your registered email address.



MEMBER LOGIN

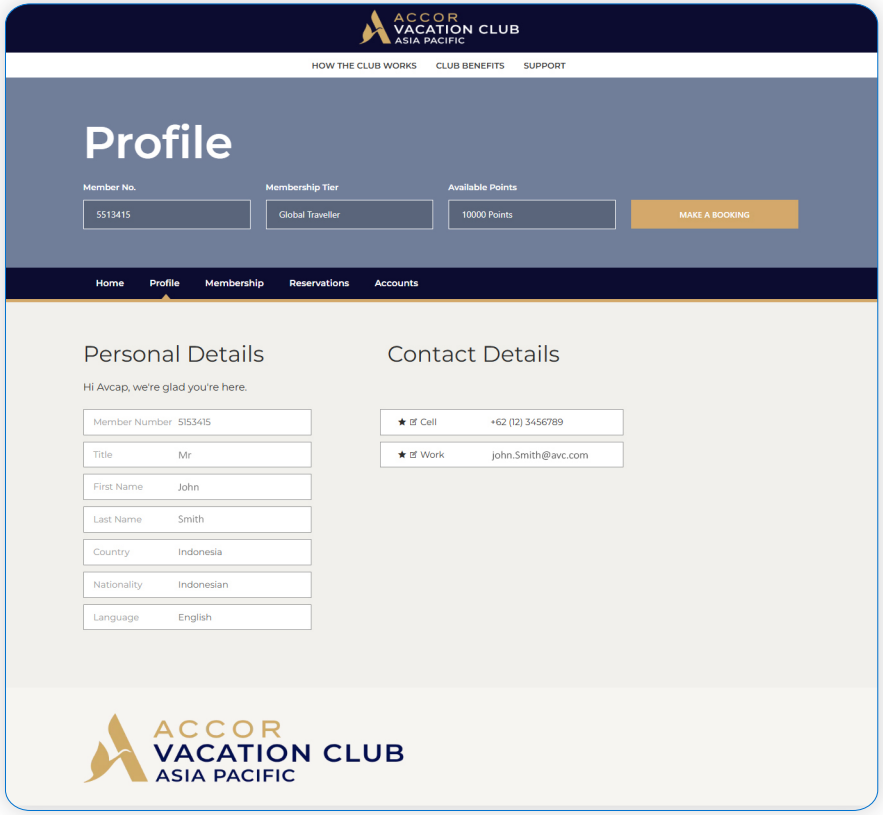
MAKE A BOOKING

f. A “Thank You” note will appear after confirming your booking.



PROFILE

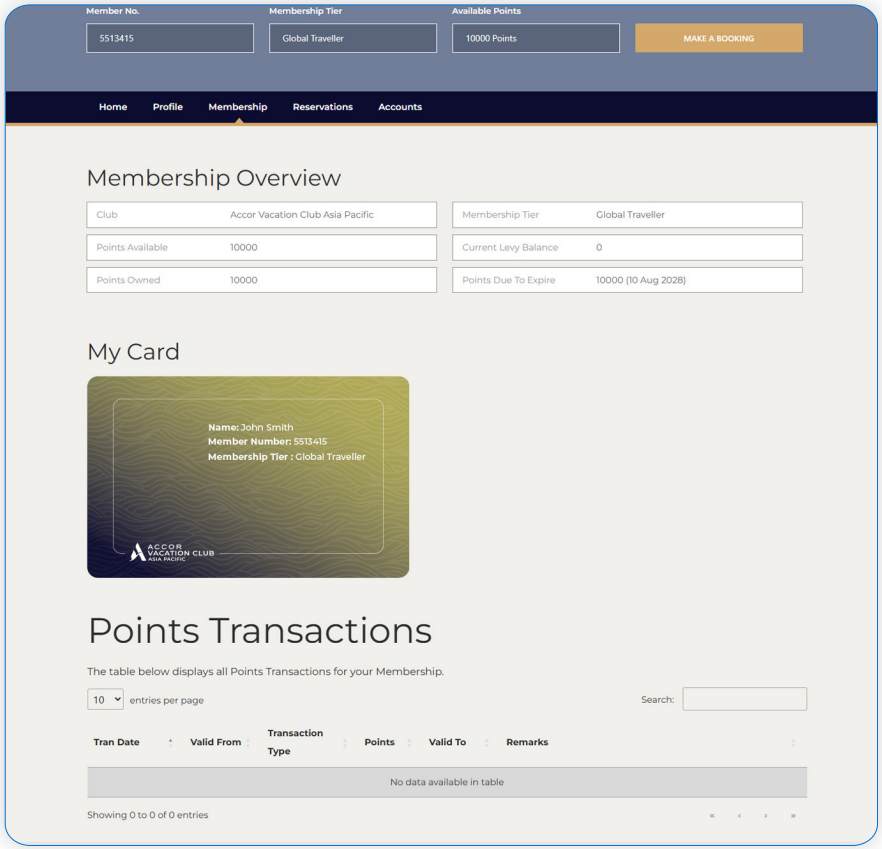
Use the Profile section to view and manage the personal information linked to your membership account.



MEMBER LOGIN

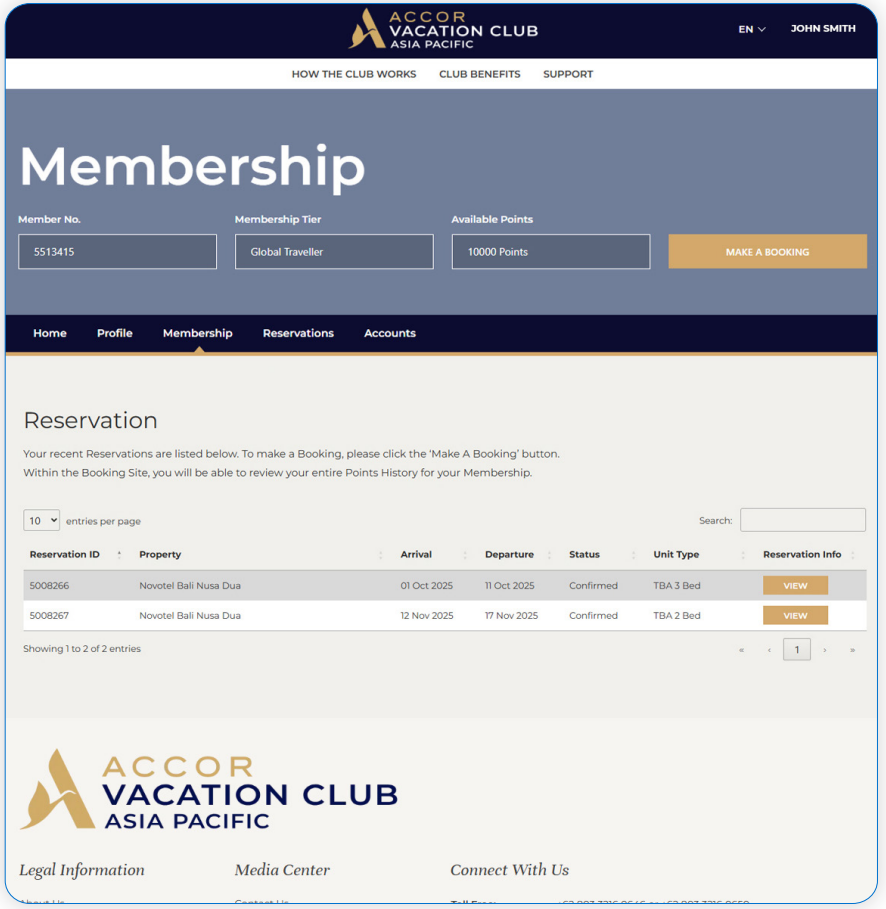
MEMBERSHIP

Use the Membership section to review your membership information, including your points balance and key membership details.



RESERVATIONS

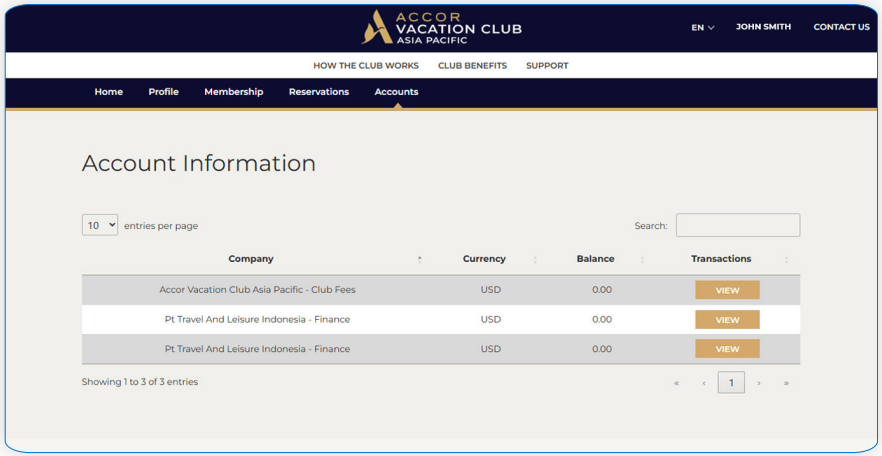
Use the Reservations section to view bookings linked to your membership, including current and past reservations.



MEMBER LOGIN

ACCOUNTS

Use the Accounts section to view account-related information available through your member E-Lounge.



NEED HELP?

If you need help using the member E-Lounge or completing a booking, please contact the Member Services team.

+62 803 3216 0646 or +62 803 3216 0650 (Toll Free)
memberservices.id@accorvacationclubap.com (Bahasa)
memberservices.en@accorvacationclubap.com (English)