



# Notice Regarding Phishing Scams and Fraudulent Communications

At **Prime Travelers Club**, we are committed to protecting your security and maintaining your confidence. From time to time, deceptive communications may appear in the form of phone calls, emails, text messages (SMS/MMS), contracts, or mailed documents that falsely claiming to represent our properties or affiliated services.

Scammers may seek to gather personal or account details such as **usernames and passwords, email addresses, credit card information, and government identification, including passports, driver's licenses, or national ID numbers.**

## Types of Scams Recently Detected

Fraudulent actors may contact members pretending to represent Prime Travelers Club or affiliated resorts. The most common cases reported include:

- Notifications claiming that memberships have been canceled
- Messages stating that bonus weeks are about to expire
- Messages offering membership purchase or resale opportunities
- Notifications indicating that your travel reservation has been canceled

**Fraudulent messages often appear authentic and may include:**

- Deceptive promotions
- Incorrect information about a booking
- Links or buttons directing you to fake websites
- Attachments that could contain malware
- Urgent confirmations involving external links
- Requests to contact us via WhatsApp
- Misuse of company logos
- Urgent or alarming instructions intended to create pressure
- Promises of free stays, upgrades, or other misleading incentives
- Verification or security codes
- Unscheduled or unexpected payment requests

Please be advised that **Prime Travelers Club** will never request personal information, credit card details, verification or security codes, unexpected payments, or urgent confirmations requiring access through an external link via unsolicited communications. Please do not provide any information in response to unexpected or suspicious messages, calls, or emails.

## Social Media Scams

Scams on social media often offer free or heavily discounted stays, services, products, e-gift cards, or other incentives in exchange for sharing content, clicking links, or providing personal information. These posts may spread quickly and appear to come from legitimate sources.

**To confirm whether a promotion is valid, always check our official channels.**

**Authorized Offer and Promotion Pages:**

- [primetravelersclub.com](http://primetravelersclub.com)
- [royaltonresorts.com](http://royaltonresorts.com)
- [royaltonchicresorts.com](http://royaltonchicresorts.com)
- [royaltonresorts.com/resorts/hideaway](http://royaltonresorts.com/resorts/hideaway)
- [royaltonvessence.com](http://royaltonvessence.com)
- [royaltonresorts.com/ofertas](http://royaltonresorts.com/ofertas)
- [planethollywoodhotels.com](http://planethollywoodhotels.com)
- [planethollywoodhotels.com/ofertas](http://planethollywoodhotels.com/ofertas)
- [grandlidoresorts.com](http://grandlidoresorts.com)

When in doubt about a link's authenticity, visit our official website by typing the address directly into your browser instead of clicking links from unfamiliar sources.

## Report Suspicious Activity

If you believe a message might be fraudulent or suspect you've encountered a scam, avoid clicking links, opening attachments, calling listed phone numbers, or following any instructions from the message. Notify us right away and provide as many details as you can so our security team can investigate the issue.

**Report Fraudulent Activity to:**

**[memberservices@primetravelersclub.com](mailto:memberservices@primetravelersclub.com)**

**[socialmedia@primetravelersclub.com](mailto:socialmedia@primetravelersclub.com)**

**[security@royaltonresorts.com](mailto:security@royaltonresorts.com)**

**[info@royaltonresorts.com](mailto:info@royaltonresorts.com)**

If you think your financial information might be at risk, reach out to your bank or credit card company right away for support.

## Book Only Through Authorized Channels

To ensure a safe and legitimate reservation, use only authorized and verified booking platforms.

**Official Websites:**

**[primetravelersclub.com](http://primetravelersclub.com)**

**[royaltonresorts.com](http://royaltonresorts.com)**

**[planethollywoodhotels.com](http://planethollywoodhotels.com)**

**[grandlidoresorts.com](http://grandlidoresorts.com)**

We highly advise booking all reservations and vacation packages exclusively through approved and authorized providers.

Your personal and payment information is always protected when booking through our official channels. For more details, please review our [Privacy Policy](#).

**Do:**

Verify promotions on our official website

Book safely only through our official websites or authorized providers

Contact us if unsure about a message

Always verify that the sender's email address originates from one of Prime Travelers Club official domains:

- [primetravelersclub.com](http://primetravelersclub.com)
- [royalton.com](http://royalton.com)
- [resorts-advantage.com](http://resorts-advantage.com)

**Don't:**

Click links from unknown sources

Share personal information with unverified contacts