



Volunteer Time Off (VTO) – FAQ

How many hours of VTO will I receive?

The maximum number of VTO hours per calendar year is 16 for full-time team members and 8 for part-time team members.

What if I want to use more than the VTO hours provided?

Vice President-level approval is required for any exceptions.

Are seasonal and on-call employees eligible for VTO?

No, seasonal and on-call employees are not eligible for VTO. These individuals are on our payroll, but only for a short period of time, and they are not eligible for benefits.

How will Sales Consultants be paid for VTO?

Sales Consultants will be paid at the same rate as when they take PTO, which is their base pay rate or minimum wage, whichever is greater.

Can team members earn overtime pay through VTO?

VTO is considered “unproductive time” and will therefore not enable a team member to earn overtime pay in a given pay period.

How do I find out about and sign up for company-sponsored volunteer opportunities?

Company-sponsored volunteer events will be promoted in *Checking Inn*. Questions may be directed to hearttravels@holidayinnclub.com or your local Heart Travels Ambassador (if applicable).

Do I need to request VTO prior to signing up for a company-sponsored volunteer opportunity?

Team members may sign up for a company-sponsored volunteer opportunity prior to requesting VTO but must have supervisor approval before attending the event.

Are team members required to take 8 hours of VTO all in one day?

No, team members may split their VTO time into 4-hour increments.

How do I receive a Heart Travels T-shirt?

Simply email hearttravels@holidayinnclub.com to request a volunteer shirt.

Who should I contact with questions?

If you have questions, please reach out to us at hearttravels@holidayinnclub.com.