

VACATION STAY GIVEAWAY



FAQ

DO CUSTOMERS HAVE TO ATTEND A TIMESHARE PRESENTATION IN ORDER TO TAKE ADVANTAGE OF THE VACATION CERTIFICATES?

No, customers will never be required to attend any sales or timeshare presentation. These are real, top quality Resorts with no hidden fees or strings attached. We own and operate BookVIP.com and we are simply filling otherwise empty rooms which the hotels and resorts turn into additional revenue from these consumers spending money on the property, such as room service, spa, in-house restaurants, bar purchases, casino and extra day stay, etc. In addition we will offer them additional incentives and upgrades that guest can choose to accept or decline. These additional incentives will save customer from \$500 to \$1500 that will include a discovery tour of the property to introduce them to the benefits of resort membership or ownership. However, customers will NEVER be required to upgrade.

DO THE CERTIFICATES HAVE AN EXPIRATION DATE?

Yes, our digital certificates created will be assigned an expiration date 7 days out from the date you sent it. Please note that the expiration date shown on the digital certificates only pertains to the actual activation of the certificate. After your customers activate a vacation certificate, they will have at least 18 months to travel. To activate the guest simply needs to pay the daily taxes and fees that correspond to the certificate. They can activate by phone or online.

DO CUSTOMERS HAVE TO SET THEIR RESERVATIONS AND TRAVEL BY THE EXPIRATION DATE PRINTED ON THE CERTIFICATE?

No. The expiration date pertains to activation of the vacation certificate only. Once your customer activates by paying the taxes and fees of a vacation certificate they will then have at least 18 months to travel. Example for our US resorts the activation fee is \$19.45 per night and our Mexico offers is \$19.70 per night.

HOW DOES MY CUSTOMER REDEEM THE CERTIFICATES?

Customer may activate a certificate over the phone or online by paying the resorts taxes and fees of \$19.45 for our US resort options and \$19.70 per night for our Mexico resort options. Once they activate within 7 days of receiving the digital certificate customers will have 18 months to choose travel dates.

HOW MANY CERTIFICATES CAN A CUSTOMER ACTIVATE?

Customer may activate a certificate over the phone or online by paying the resorts taxes and fees of \$19.45 for our US resort options and \$19.70 per night for our Mexico resort options. Once they activate within 7 days of receiving the digital certificate customers will have 18 months to choose travel dates.

DO CUSTOMERS GET TO CHOOSE THE HOTEL?

We promote specific properties with each certificate destination. For Example currently we are offering Westgate Resorts in both Orlando and Las Vegas. However If the property we promote is not avail we may give the user other choices they can pick from.

DO CUSTOMERS GET TO CHOOSE WHICH DESTINATION?

Yes, customers do get to choose the destinations that they wish to travel to. Even if they activated an Orlando vacation but later want to upgrade to Mexico or switch to Vegas or other US destination they can do so. They may need to pay the difference in taxes and fees if applicable.

CAN CUSTOMERS BOOK BEFORE THE REQUIRED 30-DAYS ADVANCE NOTICE ON THE TRAVEL CERTIFICATE?

*These do not work for last minute bookings. **Customer must book with a minimum of 30 days advance notice prior to preferred or selected check in dates.** So as long as guest is booking more than 30 days out we can fulfill based on availability of course. The properties that we work with release their unoccupied inventory to us daily with 30 days out, so there is no way around this. Remember, we are filling otherwise empty rooms for the participating properties and this is the time frame that they use to project what their occupancy will be. Based on what their projection is will determine how many allotments they can provide to us for these promotions. The one*

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exception is when and if available if the guest agrees to an upgrade that requires a resort preview we may be able to get them in with less than 30 days advance notice.

WHAT ARE THE TAXES AND FEES, AND WHAT ARE THEY BASED ON FOR THE TRAVEL CERTIFICATES?

The taxes and fees are based on a few factors, examples include but are not limited to: local tourism and bed taxes, Sales tax based on the full rack rate of the accommodations, maid service fees, zone surcharges, travel agency fees, federal, state, local, or municipal taxes, etc.

ARE THERE ANY OTHER FEES OR EXPENSES/COSTS?

*The recipient of this certificate will receive 4 days 3 nights luxury hotel accommodation room rate free of charge, which retail is valued at up to \$195 **per night**, in the US and up to \$300 **per night** in Mexico, however recipient is responsible for all other expenses including but not limited to: airfare, transfers, food & beverages, gratuities, resort fees if applicable, and any other personal or miscellaneous expenses.*

CAN THE CUSTOMER TRAVEL WITH THEIR CHILDREN?

The short answer is YES. The US resorts options will include up to 4 people in the room regardless of age except for our resort in Branson Mo the studio included is for up to 2 adults. . For the Mexico offers they can travel with 2 adults and up to 2 children up to the ages of 12 or under. If traveling with extra adults or children upgrades may be available to accommodate depending on availability. Upgrades require the purchase of additional rooms or larger suites which may not always be available. Prices for additional children etc. depend on room availability and seasonality so prices cannot be quoted until travel dates are selected. These promotional certificates are designed for couples or small families. More than 4 persons will be harder to accommodate with these promotions and in some cases not possible.

CAN CUSTOMER CANCEL THE ACTIVATION AND GET THEIR MONEY BACK?

This certificate activation is FINAL & NON-REFUNDABLE unless your customer purchased Trip Guard. If Trip Guard insurance was purchased, your customer may cancel anytime up and until they have confirmed travel dates. If Trip Guard was declined, your customer will have a store credit to use their vacation dollars toward any hotel or resort of their choice within BookVip.com.

Once dates are confirmed with the certificate no changes will be allowed. Cancellations after dates are confirmed will result in forfeiture of the activation fees. (The inventory used for these rooms are not as flexible as booking at retail rack rates, once confirmed changes will not be allowed and cancellations or no shows will result in forfeiture of fees paid)

ARE FLIGHTS INCLUDED IN THESE CERTIFICATE?

No the flights are not included. The recipient of this certificate is responsible for all expenses including but not limited to: airfare, transfers, food, gratuities, and any other miscellaneous expenses. This certificate cannot be combined with any other promotional vacation offer.

DOES THE COMPANY US CUSTOMER EMAIL OR INFORM FOR ANY OTHER PURPOSE?

No. We do not do any other marketing to your certificate recipient. We respect our business partners and have no intention of spamming your clients with email. We will send up to 3 email reminders during the first 7 days prior to the certificate expiration to remind them to activate. If they do activate then they have become a customer of ours as well and we may need to have further communication with this customer concerning the reservation, or reminding them to book dates etc.

More details, terms and conditions upon receiving email to activate.