

JIFU TRAVEL FAQs

Q: What is "Vacancy" or "Wholesale" pricing?

A: Unsold inventory hurts the bottom line. Empty seats, rooms and unrented cars must be sold, even if it's at prices well below retail.

Q: How does JIFU get these great deals?

A: JIFU has access to the wholesale travel market (just like all the large "discount" travel sites). The difference between JIFU and the other sites is we don't mark up the wholesale/vacancy prices for our travel club members. Our business model is built off subscriptions, so our members save the full discount. This is not the case with the other guys.

Q: Is JIFU a comparison site? Is it a scam?

NO! But we totally understand why seeing such low prices can raise the "is this for real?" feeling to come to mind. We offer *vacancy* travel prices to all of our members and offer our Member Affiliates an opportunity to build a business by sharing travel and other lifestyle products! We received the same inventory that other travel sites receive, but we do not charge additional fees on top, much like other popular sites. Our Members and Member Affiliates are located all over the globe and book millions in travel each year.

Q: What is the best time to look for deals for an upcoming trip?

A: We suggest starting to look 25-40 days out from your departure. Retail companies start to get nervous when there are unbooked rooms/seats/cars within this time period and start to release the discounted rates to the wholesale inventory aggregators. Sometimes the deals are even better within 2-1 week of departure and we have Members who book same day reservations all the time...it is always fun to play the discount travel game!

Q: I like to book my flights well in advance of 25-40 days. Can I still find deals on JIFU?

A: Absolutely. Domestic flights can be hit or miss with significant savings, so you might feel more comfortable booking through your normal routine but wait to book your resort/hotel/car rental close to the time of your departure.

Q: Are you saying I can't find deals on flights with JIFU?

A: Nope, not at all- there are definitely deals to be found but we see a range of savings based on the type of travel you are trying to book (domestic, international, departure cities/destinations). Sometimes the JIFU airline fee is significantly less than other sites or from the retail site itself. Other times it may be at or near the price. Some JIFU travel members prefer to book through JIFU in order to earn the *Travel Reward Credits* for the trip, even if the price is the same or close to the retail price. You can decide what works best for your scenario.

Q: Where do JIFU Travel Members see the most savings?

A: Usually lodging with resorts and hotels provide the biggest savings, group tours is next followed by rental cars, cruises and air travel. These findings are based on the wholesale market collectively and should not be considered the result for everyone. Based on your

dates/location, you might find a crazy good deal on a cruise and less of a deal on the rental car. The system is always fluctuating as the market offerings are made available and then sold.

Q: What is JIFU's 110% price guarantee?

A: JIFU wants you to feel confident that you are getting the lowest deal at your time of purchase. If you book travel with JIFU (**refundable reservations only**) and then find a lower price out on the internet within 24 hours of your purchase, you can submit a ticket through your Travel Portal dashboard (with proper verification of the lower price) and be considered for 110% of the *difference*. This 110% price guarantee is only available to JIFU Members and Member Affiliates and certain restrictions apply. Please read the terms and conditions provided within the "Price Guarantee" section of your Travel Portal account. Buddy Pass users are NOT eligible to submit a claim for reimbursement.

Q: Is it difficult to submit a claim to receive a 110% price difference reimbursement?

A: Not at all. From within your JIFU Travel Portal, select "Price Guarantee" from the menu and fill out the short form. You will need to note your current reservation, add the competitor's URL along with the website price (inclusive of tax) and submit. **Only REFUNDABLE booked reservations are eligible for this guarantee and certain restrictions apply.** Terms and conditions can be found within the "Price Guarantee" section of your Travel Portal account.

Q: Are my JIFU reservations refundable?

A: Cancellation/Refund policies come directly from the travel provider and are listed visibly when you are looking at rooms/car options within the travel portal. Before completing any JIFU reservation, read the cancellation/refund policy. Just like other travel sites, once you complete the purchase of your reservation, you are agreeing to the conditions of their policies.

Q: How do I modify or cancel my JIFU reservation?

A: From within your JIFU Travel Portal, select "My Account" from the upper menu. A list of your reservations will display and you can select the one you are needing to modify or cancel. If the reservation was listed as non-refundable at the time of booking, be aware that your canceled reservation will not be refunded. Again, this policy comes directly from the hotel/resort/retailer—not JIFU.

Q: Where do I find my Buddy Pass link to share?

A: Within your JIFU Travel Portal, select "Buddy Pass Rewards" from the upper menu. You will be presented with an option to send an email to your "buddy" or copy a link to be used through social media or some other form of sharing. Our members have lots of great tips to make sharing Buddy Passes easy—everything from shortening the link using bit.ly or adding the shortened link to a purchased domain or QR code. Look for this step by step in another document, "Buddy Pass Sharing 101" from within the JIFU Library and training sections.

Q: What does a Buddy Pass user experience in the travel portal compared to a JIFU Member or Member Affiliate?

A: Buddy Pass users get free access to the JIFU Travel Portal for 6 months and will receive

50% of the savings compared to a JIFU Member or Member Affiliate. (Remember, when a Buddy Pass user registers with your link, you receive the other 50% in the form of Travel Reward Credits). Buddy Pass users are also not able to book cruises or flights.

Q: Can a Buddy Pass user upgrade to a Member or Member Affiliate account to receive full savings?

A: Yes! This is part of the magic of JIFU's unique business opportunity. Stay connected to your Buddy Pass users and note when they book travel with you. If they are interested in saving the full amount, this is a great time to share what's included with a JIFU membership.

Q: These travel prices are really amazing! Am I allowed to share the deals I am finding on social media?

A: As long as you abide by the "2 of 3" rule, you are okay. When searching for deals you will have available on the page the dates of travel, the hotel/resort/retailer name and the price. If you are using a screenshot from the JIFU Travel Portal, make sure that only 2 of these are shown at one time. For example, if you show the hotel name and the price, make sure to not include the dates used to search for the deal.

Q: I just went to book a room and now the site says it is no longer available! What gives?

A: Think of the wholesale travel market like a huge clearance sale with many shoppers trying to purchase the same deals as you. You need to be quick and savvy when searching. Deals will be there one minute and gone the next. If you find an incredible travel deal- book it fast! Once you are in the check-out page, you will be given a specific time to finish the reservation. After that- it goes back out into the marketplace.

Q: I am travelling with a group. How can I look for the best deals while keeping in mind the size of my party?

A: One of the many benefits of a membership with JIFU is access to a concierge that can help plan travel for 6+ travellers. From within your JIFU Travel Portal, select "Support" from the upper menu. Under the left side "Reservations" area, select "Group Travel Requests" to start the process of working with a JIFU travel agent. From the US, you can also call 1(858)-682-4293.

Q: What are Travel Reward Credits?

A: Travel Reward Credits (TRC's) are earned monthly with your JIFU membership, every time you book travel through JIFU, and also earned every time one of your Buddy Pass users books travel! Travel Rewards can be redeemed for travel or activities/restaurant within the JIFU travel portal (used like credits to your account) or after accruing to a certain level you can liquidate your TRC's for cash.

Q: How do I redeem my Travel Reward Credits?

A: Travel Reward Credits (TRC's) can be used for travel at the time of purchase. You can also view the equivalent TRC price for any search results by selecting this option from the left side menu of the search results page. After your TRC account has reached 50,000 credits, Members can redeem their TRC's as cash. 100 Travel Reward Credits = \$1. This can all be completed through the Travel Portal account area.

Q: How long does it take for reward points to post to my TRC account?

A: Travel Reward Credits can take 30-90 days after the completion of the reservation to be added to your account.

Q: How do I view my airline tickets?

A: Within your travel portal, you will be able to download your E-tickets. This can take up to 72 hours to be added.

Q: Why isn't there a savings for the booking I'm looking at?

A: Not all inventory added is at the vacancy pricing, but remember with every reservation you earn travel reward credits.

Q: Why is the hotel I'm looking for not listed?

A: If the hotel does not have vacant rooms, they will not be listed. It is up to the retailer (ex. Marriott, Hyatt) to want to be apart of our inventory system.

Q: Do my Buddy Passes roll over if I do not use them all in a month?

A: No. Each month you will only have the set amount included with your Monthly Membership.

Q: How do I purchase travel for someone else with my account? How many people can I purchase travel for with my account?

A: You can add up to 10 Travelers on one account. When you are booking, you select which traveler you want on the reservation.

Q: How do I get a refund on travel purchased?

A: With refunds, you will need to contact the concierge department at 1-888-899-5438 Opt. 1. Member Services does not have access to bookings or reservations.

Q: I am planning a big event, can I call someone to help me with bookings?

A: Call the concierge department 1-888-899-5438 Opt. 1 or begin a live chat in your Travel Portal. You can also schedule an appointment with the Group Travel Concierge.

Q: What do you do if you run out of Buddy Passes and need more?

A: We can upgrade your Monthly Membership, you can either pay the same fee again, or upgrade to a larger amount.

Q: What do you do if your customer says they did not receive their Buddy Pass?

A: Make sure it was sent to the correct email, look in their spam and in the promotions tab. If not, you can always send them again, you can send out as many buddy passes as you would like, only the first people to accept them take the spots.

Q: Is there a filter/search option for pet friendly rooms?

A: Yes! There are filters that can be placed when searching. If you do not find what you want, call the concierge at 1-888-899-5438 Opt. 1 or begin a live chat in the Travel Portal.

Q: Why does JIFU offer savings through a subscription fee when other sites don't?

A: We allow our members access to all of the great deals with an initial pack buy in, and associated monthly fee. It is cheaper, and a more cost effective way instead of paying marked up prices.

Q: If I book through JIFU and need to change or cancel, can I call the airline directly or should I work through JIFU?

A: Work with the concierge first, they will guide you on the best ways to adjust your travel arrangements.

Q: How do Buddy Passes work and do I actually get \$100 towards my travel?

A: With Buddy Passes, it gives the user 6 months free access to our Travel Portal, (Excluding Flights and Cruises) to be able to see the savings we offer. When they book on a buddy pass, you earn 50% of the Travel Reward Credits that you can use towards your next Travel adventure.

Q: How far out can I book on JIFU?

A: Up to a year!

Q: What do I do if the city I'm searching for doesn't appear in the drop down?

A: Call the concierge, sometimes they are labeled differently. In some cases, they are not in our system.

Q: I just signed up with JIFU, how long until I have access to the JIFU Travel Portal?

A: The Travel Portal can take up to 24 hours to link to your JIFU "back office,", but you can always access it directly by going to **members.jifutrade.net** and log in with your email. If you have never logged in before, create a password by clicking on "Forgot my Password."

Q: What can I book on JIFU?

A: As a JIFU Member or Member Affiliate, you can book hotels, rental cars, flights, cruises, rental homes and condos. Additionally, you can book excursions, activities and purchase other lifestyle products.

Q: Is JIFU a price comparison site?

A: No, we offer the lowest deals currently available at the time of search to our members. Inventory can fluctuate quickly due to market demands, so a deal that is available one moment may not be there the next.

Q: Can everybody access JIFU?

A: Anyone with an active membership, or free buddy pass can access the travel system.

Q: How do I get a Buddy Pass, how do I get access to the Private Travel Club?

A: Buddy Passes can be sent to you from any active Member in our system, if you need help finding one, our Member Services team, can help get you in touch with someone close. Once you have the buddy pass, it will prompt you to create a login.

Q: Do I need to pay to make use of the JIFU Private Travel Club?

A: If you are wishing to be an active JIFU Member or Affiliate, yes, you would need to purchase a Membership or Affiliate Business Pack. If you are just wanting to see the portal, a free JIFU buddy pass would work. Buddy Pass users see half the savings of JIFU Members and Affiliates.

Q: Can I book internationally on JIFU?

A: Yes! We are an international company with international inventory.

Q: Can I book all Hotels on JIFU?

A: Many hotels are on the portal, but not all have the vacant rooms at all times. It varies on dates and availability.