

## **REDEEM VACATIONS**

1. You have 18 months to enjoy this incentive so you do not need travel dates today to get started.
2. Activate your Hotel stay within 7 days of receiving by simply paying our recovery costs for the local government taxes and tourism fees.
3. Check your email after activation for link to manage your trip.
4. Next step simply login and Select your preferred travel dates and view available Hotels.
5. Then simply Choose hotel and room type from available and participating hotels.
6. For Best Hotel / Resort options and availability search weekday travel with check-in from Sunday - Thursdays, also some weekends may have small surcharges or limited availability.
7. Certain Holidays and special events may have limited or no availability keep in mind you have an 18-month period to select amazing Hotel & Resort options.
8. Each vacation is designed as a couple's getaway - the majority of available room types will be for up to 2 adults. Some destinations may not have room configurations with availability for children. Adding children may reduce your hotel options or available date selections.
9. GROUP travel is NOT allowed only 1 party among friends, family, acquaintances or known groups can use the complimentary vacation incentive for the same or overlapping travel dates.

## **PRIVILEGES REDEMPTION CENTER CERTIFICATE TERMS AND CONDITIONS**

- These Terms and Conditions set forth a legally binding agreement between Arrivia, Inc. doing business as Privileges Redemption Center (herein as "PRC"), and each person who has the legal right to redeem this Certificate including their guests ("Redeemer"). By activating or otherwise using this Certificate, the Redeemer agrees to all the terms herein.
- In addition to these Terms and Conditions, Redeemer must also comply with all applicable Resort terms and conditions and policies.
- This Certificate is valid for resort accommodations of four (4) consecutive nights in eligible Vidanta locations in Mexico, subject to all limitations and restrictions herein. Reservations and accommodations are for hotel, studio or one-bedroom units and are subject to availability and are confirmed on a first come, first served basis. Accommodation upgrades, additional weeks, or extended stays may be available at time of booking for an additional cost. Cardmember is eligible to visit a Vidanta property one (1) time through this promotion.
- Certificate includes accommodations and excludes taxes, deposits, travel costs, travel insurance and other expenses that may be incurred such as personal expenses, food expenses, security deposits and any all-inclusive packages. The following fees and charges will be made in Mexican Pesos, but all amounts listed here are estimated amounts of said fees when converted to US Dollars. All foreign currency conversions

will be made in accordance with your Cardmember Agreement. Upon check-in at the resort, guests are responsible for a non-refundable resort fee that is estimated to be about \$75 USD, room tax (average that is estimated to be about \$5 USD per night) and a credit card authorization hold of that is estimated to be about \$500 USD for any incidentals occurred during the resort stay. The resort fee includes round-trip airport transfers by the resort.

- This Certificate is valid for one (1) redemption only. This Certificate may not be combined with any other offer relating to the same reservation or accommodations. PRC is not responsible for lost or stolen certificates.
- The certificate must be redeemed within twelve (12) months from date of cruise purchase. Any requests to extend the certificate's redemption period or offer are at PRC's sole discretion and additional fees may apply.
- Airfare and travel insurance are not included, but may be purchased through PRC for an additional fee. The purchase of travel insurance is strongly recommended.
- This Certificate is not redeemable for cash and is void if altered, photocopied, or otherwise reproduced. This Certificate may not be returned to PRC for cash or exchange value. This Certificate is non-transferable.
- To redeem this Certificate, follow the instructions found on your certificate or contact your Travel Advisor or call 833-481-8611 for assistance. Reservations must be confirmed by PRC ("Resort Reservation Confirmation") to be honored at the resort. It is important that you do not leave for your vacation until you have received your Resort Reservation Confirmation from PRC. Only those travelers listed on the Booking Confirmation will be allowed to check-in at the resort.
- Redeemer is responsible for verifying all details in the confirmation and notifying PRC immediately if the Resort Reservation Confirmation information is incorrect. Changes to any aspect of the Resort Reservation Confirmation may be treated as a cancellation and applicable penalties may apply.
- All travelers must have in their possession proper government documentation required by either the United States or any foreign country visited. Names on the Confirmation must match exactly to the documentation presented. Travelers are responsible for consulting with the appropriate governmental agencies and embassies to determine what documentation will be required. PRC assumes no responsibility for advising travelers of proper travel documentation or immigration requirements.
- Standard resort restrictions and rules apply and are at the discretion of the travel provider, including arrival and departure times.
- In the event cancellation of the booked resort stay becomes necessary, Redeemer must submit the cancellation in writing and it must be received by PRC in conformance with resort's terms and conditions and cancellation policies and procedures policies. Cancellation must be received in conformance with PRC and resort terms and

conditions, cancellation policies and procedures. Cancellations received within twenty-four (24) hours of the reservation request will receive a full refund. Cancellations received after twenty-four (24) hours of the reservation request are not eligible for a refund. Cancellation is subject to PRC cancellation fees and any resort cancellation fees. Such fees must be paid at time of cancellation in order to re-instate this Certificate.

- Redeemer is required to be 21 years of age or older. Certain other age restrictions may apply for certain resorts. In addition to these Terms and Conditions, Redeemer must also comply with all applicable Resort terms and conditions and policies, including arrival and departure times, at the discretion of the travel provider.

- In no event can the total number of people occupying the resort accommodation exceed the maximum occupancy set forth in the Resort Reservation Confirmation. The Resort Reservation Confirmation may only be used by the person(s) listed on the reservation. Redeemer and their guests must occupy and use resort accommodations in a responsible, careful, and secure manner. Redeemer is responsible for any damage, theft or loss caused by Redeemer and/or their guests.

- Certificates are not insured for Trip Cancellation and Trip Interruption. The purchase of additional travel insurance is strongly recommended.

- Properties may have active vacation ownership sales occurring. Guests may be invited to attend a sales presentation to interest you in buying a vacation ownership, and any decision to attend such an event is solely at the guest's discretion.

- Information provided by PRC, or its affiliates and licensors, regarding resort accommodations is based on information obtained from resort management or its affiliates. PRC makes reasonable efforts to ensure the information is accurate and complete, however, PRC expressly disclaims liability for inaccurate, incomplete, or misleading information.

- PRC does not assume any liability or responsibility for damage, expense, inconvenience, loss, injury, death or damage to persons or property at any resort or on any aircraft/ship/vehicle in transit to and from said resort, or for any cause whatsoever due to delays, cancellations due to nature, oil spill, mechanical breakdown, strikes, civil unrest, terrorism (or threat of terrorism), or other acts of God.

PRC DOES NOT CONTROL THE RESORT AND IS NOT RESPONSIBLE FOR ITS ACTIONS OR INACTIONS INCLUDING, WITHOUT LIMITATION, PERFORMANCE, LACK OF AVAILABILITY, OF PRODUCTS OR SERVICES. IF YOU, YOUR FAMILY OR GUESTS SHOULD INCUR INJURY, LOSS OR DAMAGE THROUGH USE OF THIS CERTIFICATE (WHETHER DIRECTLY OR INDIRECTLY), PRC'S LIABILITY SHALL BE LIMITED TO THE FEES PAID TO PRC TO ACQUIRE THE CERTIFICATE AND IN NO EVENT SHALL PRC BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, PUNITIVE, OR INDIRECT DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOST PROFITS OR LOST SAVINGS), ARISING FROM, RELATING TO, OR IN CONNECTION WITH THE USE OR INABILITY TO USE THIS CERTIFICATE EVEN IF PRC HAS BEEN ADVISED OF THE POSSIBILITY OR COULD HAVE FORESEEN

SUCH DAMAGES. THIS LIMITATION APPLIES REGARDLESS OF FORM OF ACTION (WHETHER IN CONTRACT, TORT, OR OTHERWISE).

- This offer is void where prohibited by law and is not valid for sponsors, distributors, employees, or family members associated with the resort.
- Terms and Conditions of this certificate are subject to change at the discretion PRC.
- All fees and charges are payable in US Dollars. All fees are subject to change without notice in PRC's sole discretion.
- These Terms and Conditions and this Certificate shall be governed exclusively by the laws of the State of Arizona. Any action at law or in equity by the Redeemer or their guests, who is seeking any remedy against PRC or its associated entities, must be submitted exclusively to the jurisdiction of the courts of Maricopa County, Arizona (USA). In the event an action at law or in equity is initiated by a Redeemer or their guests and PRC prevails, that Redeemer or their guest shall pay all costs incurred by PRC in defending such action, including reasonable attorney's fees.
- These Certificates are issued, and administered by Arrivia, Inc., d.b.a. Privileges Redemption Center, is a Registered Seller of Travel in the following states: California: CST 2066521-50; Washington: UBI 602 443 155 001 0001; Hawaii: TAR-5192; and Florida: ST29452. PRC is not a participant in the California Travel Consumer Restitution Fund. California requires certain Sellers of Travel to have a trust account or bond. PRC maintains a Consumer Funds Protection Bond issued by International Fidelity Insurance Company in the amount of \$100,000.00.