



## GETAWAY PROGRAM FAQ

01

### WHAT IS A GETAWAY?

The GetAway program is one of Club Seacret's many travel options meant to give the gift of travel to new AND loyal members.

We have included this unique vacation for 2 in many of our product packs and also offer an additional loyalty GetAway after each 12-month consecutive membership period.\*

### IS A GETAWAY DIFFERENT FROM AN ESCAPE?

Yes, a GetAway is meant to be an intimate vacation for a SINGLE-FAMILY HOUSEHOLD at one of the various GetAway locations.

GetAways are not designed for Group Travel. GetAways are for the family or loved ones ONLY. That means no booking with your best friend's family, neighbors, or team members. Only you and your household. Any violation of this can result in loss of the partnership with the GetAway vendors or possible termination of your membership.

An Escape is a tailored travel package including amenities such as round-trip airport transfers, welcome parties, private dinners, and intriguing excursions. Escapes are curated with a GROUP experience specifically in mind.

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### HOW SOON AFTER I QUALIFY FOR A GETAWAY CAN I ACCESS THE GETAWAY SITE AND SEE THE CHOICES?

You will be able to access your GetAway within three business days after your qualifying event. If your purchase qualified you for more than one GetAway, you will have access to as many as you qualify for after that same three business day period.

### WHERE DO I GO TO SEE MY GETAWAY OPTIONS?

You can access all your GetAway options and profile on your Club Seacret website in the GetAway section. Simply go to [www.clubseacret.com](http://www.clubseacret.com) and you'll see GetAway in the "Experience Your Best" drop down and on the page in the Seacret GetAways section. Each option allows you to view inventory on a demo site prior to making your choice for your GetAway.

## 05

### WHAT ARE MY GETAWAY CHOICES?

GetAway options vary by region, market, and availability. Please check your GetAway site for the options available to you.

### I QUALIFIED FOR A GETAWAY. WHAT DO I DO NEXT?

**Step 1.** Navigate to the GetAway Section in on your Club Seacret website ([clubseacret.com](http://clubseacret.com)) to see your GetAway vacation choices and claim your GetAway Voucher.

GetAway points expire 6 months after issuance. If you do not use your point to claim a GetAway prior to the end of the 6-month period, the point will no longer be available.

**Step 2.** Register your voucher code within 30 days of receipt. You will receive your code on a voucher in your email after claiming and paying the activation fee (be sure to check spam/junk folders). Your voucher will have the URL (website) you will need to use to register your unique codes.

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GetAway codes expire within 30 days of issuance if they are not registered on the associated booking portal. Do not let your code expire as we cannot replace the code for you.

**Step 3.** Book your GetAway. After you register your GetAway code (step 2), you will have 12 months to book your trip. In most cases, you can travel after the 12-month period, but you **MUST** book prior to the 12-month period.

07

### HOW LONG DO I HAVE TO CLAIM MY GETAWAY VOUCHER?

You have 6 months to utilize your GetAway point(s) to claim the GetAway vacation(s) of your choice. GetAway points expire 6 months after issuance. If you do not use your point to claim a GetAway prior to the end of the 6-month period, the point will no longer be available.

### HOW LONG DO I HAVE TO BOOK MY GETAWAY VACATION?

After you register your GetAway codes on the associated website for the GetAway type you chose, you have 12 months to book your GetAway. In most cases, you do not have to travel within the same 12 months, but you do have to book before the 12-month period ends.

08

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### WHERE DO I FIND MY GETAWAY VOUCHER?

After claiming your GetAway, you will receive two emails – one will be your invoice and the other will be your GetAway voucher that contains your unique GetAway codes and the website you need to use register those codes to yourself before they expire. If you are unable to locate your voucher, please check your spam/junk folder as sometimes they route there. Once issued, GetAway codes expire within 30 days if not registered on the associated booking site. Do not let your code expire as we cannot replace the code for you.

10

**DO I NEED TO BE A CLUB SEACRET MEMBER TO CLAIM MY GETAWAY?**

Yes, the GetAway program is only available if you are an active Club Seacret Member. If your membership lapses more than 90 days, your GetAway points will no longer be available.

**I BOUGHT A PACK THAT INCLUDES MORE THAN ONE GETAWAY, CAN I CLAIM ALL OF THEM ON THE GETAWAY SITE?**

Yes, you will be able to claim any of your outstanding GetAway vouchers in the GetAway section of the Club Seacret website.

11

12

**DO I NEED AN ACTIVE CLUB SEACRET MEMBERSHIP TO ACCESS THE GETAWAY SECTION?**

Yes, in order to be qualified for a GetAway, you must have an active Club Seacret membership. The GetAway section is located on the Club Seacret website. You can log directly in and access the GetAway section to browse and claim your GetAway.

**I BOUGHT A PACK A WHILE BACK BUT, DID NOT CLAIM MY GETAWAY YET, CAN I CLAIM MY GETAWAY AT ANY TIME?**

GetAway points expire after 6 months. You will need to claim your GetAway choice before your point expires. After 6 months, any unclaimed GetAway points will no longer be available.

13

14

**WHICH MARKETS CAN ACCESS THE GETAWAY SECTION OF THE WEBSITE?**

All markets that have GetAway packs available for purchase in their shopping cart, can access the GetAway section of the Club Seacret website.

15

### DO I NEED TO BE AN ACTIVE CLUB SEACRET MEMBER TO TRAVEL ON MY GETAWAY?

Yes, you need an active Club Seacret membership to claim, activate, book your GetAway and to travel on your GetAway vacation. If your membership lapses for more than 90 days, your GetAway will no longer be available.

16

### \*I HAVE BEEN A CLUB SEACRET MEMBER FOR 12 CONSECUTIVE MONTHS AND MET MY \$50 MONTHLY PRODUCT PURCHASE REQUIREMENT. HOW DO I RECEIVE MY LOYALTY GETAWAY POINT?

50/50 Loyalty Qualifiers will receive an email at the beginning of the month following their 12-month qualification period to let them know their GetAway point has been added to their GetAway account.

17

### CAN I TRANSFER MY GETAWAY TO SOMEONE ELSE?

GetAway points and vouchers are non-transferable and cannot be exchanged for cash, any monetary consideration, sold, traded, or reproduced. The voucher cannot be used in conjunction with any other promotional discount or coupon offer.

18

### CAN I CHANGE MY GETAWAY TYPE AFTER I CLAIMED AND ACTIVATED MY VOUCHER?

No. Please carefully review the details of each GetAway option prior to making your choice as the GetAway vouchers are not exchangeable.

19

### DOES IT COST ANYTHING TO CLAIM OR BOOK MY GETAWAY?

There is an activation fee due at the time of claiming. The fee associated with each type of GetAway will be visible in the description of the GetAway type and on the check-out page.

However, there may be some region-specific Premium Getaways that have upgrade fees associated with their experiences.

We outline the terms and conditions of each GetAway in depth in the GetAway section so you can see if additional fees are required by vacation type you choose.

## 20

### IF I ALREADY CLAIMED A GETAWAY, WHERE DO I ACCESS MY VOUCHER?

If you claimed a GetAway from the GetAway section of the Club Seacret site, you received an email with the order details and another email with the voucher included.

On the voucher email, you will see your voucher codes and instructions on how to activate and book your GetAway. Be sure to check your Spam/Junk folder for your voucher as sometimes it may go there.

Reminder: Each GetAway type has its own unique booking site and expiration rules. Please be sure you follow the instructions on your voucher.

## 21

### I HAVE BOOKED MY GETAWAY BUT I HAVE QUESTIONS ABOUT MY TRIP - WHO DO I CONTACT?

After booking your trip, you will receive a confirmation email with your booking details and contact information for any questions regarding your vacation. Please contact that number as they will be able to access your booking and help you with your questions.

\*Earning a Loyalty Getaway is simple. Just maintain your membership for 12 months and purchase a minimum of \*\*\$50 in Seacret products monthly and you'll be rewarded with a Getaway Point to use on the Getaway Vacation of your choice.

\*\*All US dollars are converted to local currency and does not include tax or shipping.

Destinations and travel times are subject to availability and confirmed on a first come, first served basis. Offer includes only accommodations and specifically excludes travel costs and other expenses that may be incurred. Promotional discounts may not apply to all properties. Offer may not be combined with any other promotion, discount, or coupon. Other restrictions may apply. Offer void where prohibited by law.

Traveler is responsible for resort fees, port and government fees, applicable taxes, and transportation to and from the destination, port, or resort. Be sure to check details for the individual properties as rules and regulations vary. GetAway destinations vary depending on season and availability. Some resorts require that an all-inclusive fee or meal plan be purchased. Additional taxes may apply.