

# PROGRAM FAQs

## **What kind of travel does ARIIX Travel offer?**

ARIIX Travel has it all — hotels, cruises, cars and flights, and even options for weekly stays, activities and worldwide tours!

## **How do I get Reward Dollars?**

### **01 Purchase ARIIX products and services.**

Earn 1 Reward Dollar for every \$1 you spend with ARIIX. This includes everything — enrollment purchases, the ARIIX Travel access fee, Auto-Delivery orders, event passes, logo gear, shipping and even taxes!

### **02 Travel: Go places, do amazing things and earn Reward Dollars in the process!**

ARIIX Travelers also earn 1 Reward Dollar for every \$1 spent out of pocket to purchase their trip. ARIIX Reward Dollars will be deposited into your Reward Bank after completion of travel.

## **What if I don't have enough Reward Dollars for my trip?**

Simply place a qualifying order and watch your Reward Bank grow! You can also pay out of pocket for travel and earn Reward Dollars on your out-of-pocket travel expenses booked through ARIIX Travel!

## **Can I increase my Reward Bank balance CAP?**

Yes! You can pay an additional one-time fee of \$128.88 to double the amount of Reward Dollars you can have in your Reward Bank at one time, from 13,334 to 26,668!

## **I no longer want to be an ARIIX Traveler. Can I cancel my account?**

You have 28 days to cancel your ARIIX Travel account access and receive a full refund as long as no travel has been booked. By booking travel, any right to cancellation is forfeited.

## **How do I cancel my ARIIX Travel account?**

Please contact ARIIX Partner Support at 855-GO-ARIIX (855-462-7449).

## **How do I cancel my reservation?**

To change or cancel one of your existing reservations, click "My Account" in the upper right-hand corner of the screen, then click "View Reservations" in the left-hand column on the <https://travel.ariix.com/> website. From there, you will be able to see

your current and past reservations. If the reservation has not yet occurred, you will have the opportunity to click “Cancel” or “View” to update any information. If you would like to contact our concierge department with a specific question about your reservation, please click on “Messages” next to the appropriate reservation, or “Live Chat” to instantly message an agent. Please note that if a reservation has already occurred, you will not see the “Cancel” link.

### **What happens to my Reward Dollars if I cancel my reservation?**

Reward Dollars are deducted from your Reward Bank at the time of booking. If your trip is cancelled, Reward Dollars will be refunded back into your Reward Bank.

### **What happens to my Reward Dollars if I return my product?**

Product will not be refunded if there is a trip pending, as the trip would then be subject to cancellation. If product is returned after travel has occurred, all Reward Dollars redeemed on returned product will be owed back to ARIIX and if necessary, will be netted out from the total refund.

### **Can I book rooms for my family and friends?**

ARIIX Travel will allow you to designate one person as a Guest Traveler who can travel without you.

### **How do I renew my access fee – is it automatic?**

When your renewal date arrives, you will receive an email with instructions to renew your account access.

### **I saved a ton on my trip and want to share my savings with my team! What can and can't I do?**

You are going to be experiencing some great savings and we are excited for you to share! While ARIIX Travelers are **STRICTLY PROHIBITED** from publishing or displaying, through any means or channel – including social media – the **discounted travel prices** available through the ARIIX Travel Rewards program, you can still share in other ways.

While you aren't permitted to share the exact price of your vacation or screenshot of your savings, we've prepared designed templates for you to spread the word. Located in your xOffice™, these templates will help you share your travel success!

**What happens if I'm an ARIIX Representative and I go inactive?**

If your "active" status reverts to "inactive," you will lose all Reward Dollars except the Reward Dollars you earned through your ARIIX Travel access fee and any Reward Dollars you've gained through out-of-pocket payment for your trips. Inactive status happens when you haven't made a product purchase within a four-week cycle.

**Are we becoming a network marketing travel company?**

No, ARIIX Travel is a revolutionary loyalty rewards program that rewards ARIIX Representatives for investing in their health and building a business with ARIIX products.

# REFERRAL PROGRAM FAQs

## **If I have several prospects, can I send more Reward Dollars than I have in my Reward Bank because I know that not everyone will accept?**

No. When you send a prospect Reward Dollars, those Reward Dollars are taken out of your Reward Bank for 30 days. After 30 days, unused Reward Dollars will be returned to you.

## **I have several prospects in mind that may respond to my invite, but I'm not sure. Can I send the Reward Dollar invitation to several prospects at once to see who responds?**

No. Each invitation sent is for one recipient only, for one-time use.

## **How is the "Referral Program Demo Site" used?**

While your ARIIX Travel account will always display the full discount available to you as an ARIIX Representative, the demo site was designed to display 50 percent of the full discount and updates in real time with the ARIIX Travel website. Designed to help you walk through trip options with your prospect to demonstrate the value of this innovative travel program, the demo site is "view only" and cannot be used to book reservations.

## **What will my prospects see when they activate the link for the full ARIIX Travel site?**

When your prospects activate the link from your Reward Dollars invitation, they will be taken to the ARIIX Travel website for booking; however, the discount that is shown will only match the amount of Reward Dollars you have shared. If you shared Reward Dollars equaling 50 percent of the ARIIX Representative contribution, then great! What they see matches what they saw on the demo site and they can enjoy maximum savings!

Here's an example:

If the ARIIX contribution is \$200 on your Representative site, the max contribution on your prospect's site (once he/she has activated the link) will be \$100. If you share 125 Reward Dollars with your prospect, he/she will still only see the 50 percent discount, which in this example is still \$100. However, if you share 75 Reward Dollars, which is under the 50 percent discount, your prospect will only see a discount of \$75 and won't be able to experience the full savings this

program has to offer. As well, you will only earn \$75 in commissions, versus \$100.

**Please Note:** Both the ARIIX Travel website and the demo website cannot be open on the same device at the same time. You will have to close the demo site before opening your ARIIX Travel account.

### **How is my commission determined on bookings through the ARIIX Travel Referral Program?**

Your commission is based on the amount of Reward Dollars you share with your prospect. For example, if the ARIIX contribution on your ARIIX Travel account is \$200, the ARIIX contribution for the prospect would be \$100. However, if you only share 50 Reward Dollars, the ARIIX contribution for your prospect would be \$50 and your commission would be \$50. If you share the full 50 percent of your ARIIX Representative contribution (in this example, \$100), as displayed on the demo site, you will receive the full \$100 in commissions.

The maximum commission you can earn is 50% of the ARIIX contribution. The maximum savings your prospect can enjoy is 50% of the ARIIX contribution.

### **Once my prospect has completed his/her stay, how long will it be before I receive the commission?**

Commissions earned through the ARIIX Travel Referral Program will be deposited 30 days after your prospect completes his/her stay.

### **How do I share Reward Dollars?**

- 01** In your ARIIX Travel account, select "My Account" in the upper right-hand corner.
- 02** Select "Refer a Friend."
- 03** Complete the form with the prospect's information and click "Send."

**Please Note:** The "Transfer Amount" when you "Refer a Friend" is always in USD, regardless of your personal account currency.

### **How do I know if my prospect has activated the code and booked his/her travel?**

At the bottom of the “Refer a Friend” section, you’ll find a record of your “sent invitations.” You’ll be able to see the status of your Reward Dollar gift and send your prospect a reminder.

### **Is there a minimum or maximum amount of Reward Dollars I can share?**

No, you may share as much or as little as you wish, as long as you have that balance available in your Reward Bank.

### **How long does my prospect have to use the Reward Dollars?**

Your prospect has 30 days to use your gifted Reward Dollars. After 30 days, any unused Reward Dollars will be returned to your Reward Bank.

### **My prospect lost my invitation, and it is now past 30 days. Can I resend to the same prospect?**

Yes. After 30 days, the Reward Dollars have been returned to your account, and you are welcome to try again with your prospect. During the 30 days, you are welcome to follow up with your prospect by sending him/her a reminder through the “Refer a Friend” section of your ARIIX Travel account.

**Please Note:** If sending a second invitation to your prospect, you cannot use the same email address. Each time you complete the “Refer a Friend” form, you must enter a new email address for your prospect.

### **Can I send additional Reward Dollars to my prospect within 30 days of the invitation?**

Yes! If within 30 days you want to send additional Reward Dollars to a prospect, you can use “Transfer Savings” to send additional Reward Dollars. Transfer Savings is located under “My Account > Manage > Transfer Savings.”

**What happens if my prospect activates the code and registers with ARIIX Travel, but doesn't book a stay?**

Any unused Reward Dollars you shared with your prospect will be returned after 30 days. The fact that your prospect's interest was piqued and encouraged them to register, however, presents a great opportunity for a follow-up.

**How can I tell if my prospect has registered an account and booked a stay with ARIIX Travel?**

At the bottom of the "Refer a Friend" section, you'll find a record of your "sent invitations." You'll be able to see the status of your sent invitation and send your prospect a reminder.

**How do I access the commissions I've earned through the ARIIX Travel Referral Program?**

Just like all of your other commissions – it's that simple!

**Do I have to pay taxes on commissions earned through the ARIIX Travel Referral Program?**

Yes. Each Representative is responsible for paying local, state, provincial and federal taxes on any income generated through the ARIIX Travel Referral Program.