## Instructions

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Waive Your Fees Manual

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Frequent Asked Questions

# What to do after you have signed up?

#### • Log- into your DT site and look around:

Log- into your DreamTrip website

You named your DreamTrip website URL when you were filling out your application. Example: (URL name: Bob123) log-in like this: <u>www.Bob1234.dreamtrips.com</u>

You are now logged into your DreamTrip website. On the top of <u>your</u> DreamTrips website you will see "Join" / click on it View a list of your **"benefits"** (Then) Click on the log-in icon, upper right hand side Menu box will appear Put in your member ID/Password/Click "Log In" View your membership **"Perks"** (Then) Click on the DreamTrips Logo, upper left hand side, this will take you to the main DT website.

#### • Watch the membership video

On your upper right hand side of your DT website you will see the log in icon / click on it. A menu box will appear / click on dashboard You will see a box that says Refer a Friend / click on that box You will now be able to view your membership videos.

#### • Download the "DreamTrips App" from the app store

(Download the app onto your mobile phone)

#### • REFER 4 PAY NO MORE

Can you imagine having your monthly fees waived? When you refer four of your friends, and they remain active, your monthly fees will be waived the following monthly.

All you have to do is simply talk about your vacation package with friends, family members, co-workers, neighbors, and acquaintances. The sign-up process is easy and simple to do. (Read below)

\*\*Read the manual "Waive Your Fees." This manual will have step-by-step directions on how to get your four and how to sign them up. You can also view the manual online, by going to <u>www.travelplace4u.com</u> go to the "Resources" tab / click on the tab "Manuals."

## **Important Information**

Your website URL name	
Your membership number	
Password	

Log into your personal DT website:

You named your DT website URL when you were filling out your application.

Example: (URL name: Bob123)

Log-in like this: www.Bob1234.dreamtrips.com

Log-in example: www.yourURLname.dreamtrips.com

On your upper right hand side of your DT website you will see the log in icon / click on it.

A menu box will appear.

Put in your member ID and your password.

# WAIVE YOUR FEES MANUAL

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# INTRODUCTION

The purpose of this manual is to help you to get your monthly fees waived. When you read this manual read each page very carefully.

## Getting Your Four?

Where do you find your four people? You can find your four by simply talking about your vacation package with your friends, family members, co-workers, neighbors, and acquaintances. When four of your friends buy a vacation package, and remain active, your monthly fees will be waived the following month.

# Three easy ways to sign-up someone

# Important Information!

Before you sign-up someone practice by yourself the three ways to sign-up someone. If you do this it will help make the sign-up process go smoothly.

## Send your **referral link** (1<sup>st</sup> way)

After you have spoken with your friends and family members about your vacation package send them your referral link.

The person that receives your link will be able to watch a video that will explain how their vacation membership works, and they will be able to "**Register**" on the same page. They can Click on / the blue register button, which will start the application process. The application process is very easy to do.

In order for you to get credit for the people you sign-up, you must use your own referral link. Your referral link is connected to your account. Your personal URL website name is embedded into your referral link; this is how the computer system keeps track of the number of people you sign up.

#### Q. Where do you find the referral link?

A. It can be found in your Dashboard. You will need to log into your personal Dreamtrip website to find it. Follow the directions below to find your referral link.

#### Log into my personal dreamtrip website?

(You named your DT website URL when you were filling out your application. Example: (URL name: Bob123) Log-into your personal DT website like this: <u>www.Bob1234.dreamtrips.com</u>

Now you are looking at your personal DT website.

- 1. On your upper right hand side you will see the log-in icon / click on it.
- 2. A menu box will appear.
- 3. Put in your member ID and your password.
- 4. Click tap on log-in button

5. You will see the word **dashboard** on your right hand side, just below the blue box, Click on "**dashboard**."

6. On your right hand side you will see "Generate Referral Link" / Click on it.

7. You will see instructions that say "Copy and paste the link below to start sharing."

You will now be able to copy and paste the link to a text message or an email message.

# Sign-up someone yourself (2<sup>nd</sup> way)

A) Sign into your personal Dreamtrip website.

You named your DT website URL when you were filling out your application. Example: (URL name: Bob123) log-in like this: <u>www.Bob1234.dreamtrips.com</u>

- B) Click on the/ log-in icon (upper right hand side)
- C) Menu box will appear
- D) Put in your membership ID and your password
- E) Click / log-in
- F) Menu box will appear
- G) Click / Enroll a Member

This will start the beginning of the application process.

# Sign-up someone yourself (3<sup>rd</sup> way)

A) Sign into your personal DT website

You named your DT website URL when you were filling out your application. Example: (URL name: Bob123) Log-in like this: <u>www.Bob1234.dreamtrips.com</u>

- B) Click on the log-in icon (upper right hand side)
- C) Menu box will appear
- D) Look at the bottom of the menu box, you will see

E) "Sign-up using your Sponsor ID"/ Click on the writing

- F) A box will appear / it will say "Sponsor ID"
- G) Put in your membership number in the box
- H) Click Continue

This will start the beginning of the application process

## **APPLICATION PROCESS ~ 5 EASY STEPS**

#### 1. Select Country-United States

(Click / continue)

#### 2. Product page

Select "Sign-Up Fee" box; when you select this box you will be able to take advantage of the special limited-time pricing. Ends April 12, 2019.

Select the box of the product you want Platinum or Gold. (Click / continue)

#### 3. New Member Enrollment page

Complete information

- Website URL You are naming your personal DreamTrips website. We suggest you use your first name with numbers following after it: (Example only; Bob226). To access your dreamtrip website type (www.yourwebsite URLname.dreamtrips.com). Here's an example that you will find helpful: Bob named his website URL Bob226. To get access to his account Bob would type in: www.Bob266.dreamtrips.com . Bob would then click/tap on the log-in icon on the upper right hand side. A menu box would appear; Bob would put in his member ID and password; click/log-in. Make sure to write down your website URL name.
- **Email Address** Insert your personal email address here. You will be receiving your password, membership number, and a weekly newsletter through your email.
- Password- When you make up a password <u>write it down.</u> You will need your password to sign into your DreamTrips account. The company will assign you a membership number.
  (Click / continue)

#### 4. Billing information page

Payment mode / click card Credit card window will appear, complete information (Click / submit)

#### 5. Terms and Conditions section

Complete information (Click / check out)

You are now enrolled in DreamTrips. Congratulations! Check your email to retrieve your membership number and password.

Now that you have completed the sign-up process, you want to work on getting your monthly fees waived. \*\*Read the manual "Waive Your Fees" (scroll down).

# Help your friends to get there fees waived!

Direct your friends to the website listed below for more directions on what to do after they have signed-up.

> www.travelplace4u.com Go to the tab <u>Resources</u> Click on the tab <u>Manuals</u>

**Refer 4 Pay No More!** 

# BENEFITS MANUAL

## Introduction

You will find this manual to be helpful in showing you the benefits that you now have access to.

# View a list of your benefits & Perks

•Type into your DreamTrip website: <u>www.yourURLname.dreamtrips.com</u>

- •On the top of your DreamTrip website you will see the icon "Join."
- •Click on / Join
- •On your left hand side you will see "Become a DreamTrips member and being your adventure."
- Click on / Membership Benefits Details
- View Your "Benefits"

#### To view Your "Perks"

- •Go to the log-in icon (upper right hand corner)
- •Put in your membership number / password
- •View Your "Perks"

## Website Benefits

(Travel Tab)

• AnyTime Escapes Experiences (click on Feature Trips to find this)

You can book these experiences back to back if you like. Meaning: If you book an anytime Escape experience for three day: you can book the same experience again to extend your trip.

- Travel Deal
- Feature Trips

#### • VolunTours

Serving children globally through volunteering. VolunTour: Help build bottle schools. Change the lives of children around the world.

#### Booking Engine

This is where you book your Trips, Flights, Hotels, Rentals, Activities, Cruises, Hideaways (Timeshare Properties).

#### (Local Tab)

#### DreamTrips Local

DreamTrips local connects you with participating merchants in more than 45 international markets with exciting and rewarding opportunities to explore the best dining, entertainment and activities in your city.

#### (Perks Tab)

#### • Concierge

DT Concierge provides you numerous personal services to make your daily life easier.

#### • DreamTrips Rewards

Use your points to get discount prices on cruises, resorts, hotels, shopping, wine. Must See!!!

#### • Online Shopping

With more than 4,000 global merchants to choose from; shop through DreamTrips Online Shopping! Earn rovia bucks; you can use these points to bring down your price on your next vacation.

#### • My Deals

This is where you get your discount coupons.

#### • Market Place

This is where you can buy different products.

# Important Phone Numbers

Customer Service 1-972-805-5100 Membership Questions

> Concierge Service 1-469-249-1479 (USA)

Rovia 1-972-805-5200 Travel Questions & Booking Questions

## Follow DreamTrips

## Facebook @DreamtripsOffical

## Instagram @dreamtripsoffical

Twitter @dreamtrips

## **IMPORTANT** Platinum Members

You will need to call the phone number listed below to activate your services.

Telemedicine (For Platinum Members Only) 1-800-815-8742

Roadside Protection (For Platinum Members Only) 1-800-816-1804 / use code 103949-B)

ID Resolution (For Platinum Members Only) 1-888-446-4047

Emergency Evacuation Insurance (For Platinum Members Only) 1-800-356-2161 or 205-443-4880 help@airmed.com

## **IMPORTANT** Platinum Members

You will need to put your platinum services in your phone contact list so you can find them quickly.

Your contact list should look like this:

Platinum Telemedicine 1-800-835-2362

Platinum Rovia (USA) 1-972-805-5200

Platinum Roadside Protection 1-800-816-1804

Platinum ID Resolution 1-888-446-4047

Platinum Emergency Evacuation Insurance 1-800-356-2161 or 205-443-4880

# Frequent Asked Questions

## **DreamTrips FAQs**

### **Q:** Can a DreamTrips MembershipTM be in more than one person's name or in a business name?

A: We're a travel community made up of some pretty amazing individuals like you, and that's one of our strengths. So we require every membership to be in the name of one person. This means we can't accept membership applications in multiple names or the names of partnerships, trusts or business entities.

#### Q: When do new DreamTrips get posted for booking?

A: Every Friday we launch new and unbelievable DreamTrips at DreamTrips.com. If you're a Platinum Member, you get a sneak peek a day early! Visit DreamTrips.com or follow us on Facebook, Google+ and Twitter for more up-to-the-minute information when these DreamTrips launch.

#### Q: How do I book a DreamTrip?

A: Booking a DreamTrip is easy. The challenge is deciding which amazing trip to take! After you log in to your account at DreamTrips.com, choose Browse Experiences and click on DreamTrips. Either check out everything or enter search features then click Update Results. When you've found the perfect DreamTrip, click on it and use the tabs to check out all the trip details and policies, especially "What's Included" that covers all the amazing DreamTrips extras. Select Book It, then follow the prompts. You'll be traveling in no time.

#### Q: As a DreamTrips Member, who can I bring with me on my DreamTrip?

A: You may have many great friends and family members, which is terrific, but you'll have to decide who joins you on a DreamTrip because we do have some limits. A maximum of two (2) adults aged 18 or older may travel on a DreamTrip per booking provided at least one (1) adult on the booking is a member or is an adult aged 18 or older who resides in the same household as the member.

The booking terms also allow one room to be booked per adult on each DreamTrip, with pricing based on double occupancy per room. Some hotels, resorts or cruise operators require the adult in each room to be older than 18, so be sure to check out these details in each DreamTrip listing.

#### Q: I'd like to bring my children on a DreamTrip. What do I need to know?

A: First, be prepared to be voted coolest parents around! Oh, and other important information. You can bring your dependent children by paying the designated trip charge.

Dependent children are those children who reside with you as their parent or legal guardian, are in school and 18 years of age or under. If you have children who are between 19 and 25 years of age, are not married, live with you as their legal parent or guardian and attend school, they're also considered dependent children. Additionally, a child who is permanently disabled, no matter what age, and is under your direct care as his/her parent or legal guardian, is considered your dependent and can join you on a DreamTrip.

The age range that defines who is considered a child may vary, depending on each hotel, cruise ship or country's policies. There may be other restrictions from the destination on the number of additional people in each room and whether or not you can book an additional room for dependent children.

So be sure to check these details in each DreamTrip listing before you book a trip. When in doubt, reach out to your DreamTrips vacation specialist. That's what we're here for!

#### Q: What is the minimum age requirement to go on a DreamTrip?

A: Each DreamTrip can be different so be sure to check the details in the DreamTrip listing before booking. Cruises require that you are age 21 or older to have your own cabin. If you're under 21, there must be a person age 25 or older in the cabin with you. With most land packages, you must be age 18 or older to have

your own room. Most of our DreamTrips will indicate if children younger than age 18 can come along, if they can participate in excursions or other tour activities, and the additional cost, if any, when they do.

#### Q: What is the maximum number of people who can occupy one room or cabin?

A: The more the merrier we say! But, it's not always up to us and many hotels and cruise lines have a maximum occupancy of four (4) guests per room. If there are more than four guests in your party (for example, two [2] adults and three [3] children), you may be required to book a second room. However, both rooms would be booked at the same per-person rate. Be sure to ask for adjoining rooms to see if they're available.

You can also request an additional room for dependent children under the age of 18 years not sharing accommodations with you as the adult guest, but we can't guarantee another room will be available. Understandably, additional rooms will be subject to additional charges which may vary.

### Q: If I want to add extra days or nights to my DreamTrip, can I stay longer than the dates of my trip?

A: If you're having a blast, why not stay a little longer? Extending your DreamTrip depends on availability of the destination location. Just contact your DreamTrips

vacation specialist to see about adding days at the beginning or extending your stay so you can continue that remarkable experience.

The room rate will reflect rates available at the hotel or resort at the time you add to your stay, so the cost for extra nights may vary from what you paid in your original booking.

#### Q: Can I upgrade my DreamTrips accommodations while at a resort or on a cruise?

A: If you want to indulge yourself, upgrading your DreamTrips accommodations is a great option, as long as space is available and you accept an upgrade charge, if

one is required. You'll need to confirm the hotel or cruise line's rates at that time, which may vary from the rate when you made your original DreamTrip booking. As a DreamTrips Member, you may get to upgrade for less.

This is one more thing your DreamTrips vacation specialist can help with, so contact them to discover the possibilities.

### **Q:** When I looked at a DreamTrip I wanted to book, it had a specific price, but when I started booking the trip, the price changed. Why?

A: DreamTrips rates are based on two adults per room. If you are booking for just yourself, for example, or yourself and a child, the room rate will often be different even though the DreamTrips extras stay the same. You're still getting a terrific experience. Be sure to see the inclusions and check out everything the DreamTrip offers.

### **Q:** Can I use DreamTrips Points from my friend or family member's account as payment for my DreamTrips booking?

A: It's great that others want to share with you, but DreamTrips Points are a member-only benefit. These points are personal to each member and can only be used by each member on the trips he or she books and travels on.

Points can't be combined or transferred between memberships. But there are great ways to earn additional DreamTrips Points that you may not know about! Just ask your DreamTrips vacation specialist or check out the details on the Perks page when you're signed in at DreamTrips.com.

### **Q: I need help booking my airfare for my DreamTrip. Is that something DreamTrips can help me with?**

A: Absolutely! You can search airfares and book them on your DreamTrips site. If you need help, click "Contact Us" at the top. You can use "Live Help," email or call!

#### Q: When booking a DreamTrip, can I use my nickname?

A: While "Pumpkin" may be a great nickname, the name you use to book your DreamTrip must be the same, full legal name used on your official government IDs, such as your driver's license or passport. The full legal names of other travelers in your party must also be used.

#### Q: What if I gave the incorrect name or spelling when booking a DreamTrip?

A: Let us know as soon as possible. The DreamTrip booking must be made in and show the member's full legal name. The full legal names of other travelers in your party must also be used.

Our preferred travel vendor tells us no name changes can be made within 30 days of departure. There is typically a name change fee and you'll be responsible for that. These are reasons it is super-important that you provide correct information when booking.

#### Q: I need information about obtaining or renewing my passport. Where do I go?

A: You'll need to contact the government department that issues passports in your country. They're the experts who can help you. Be sure to contact them in advance so there's plenty of time to get your request processed before your DreamTrip dates. This isn't something DreamTrips can do for you; you'll have to take care of this yourself.

#### Q: Where can I find information about visa requirements for my DreamTrip?

A: Confirming visa requirements in other countries is another task you'll need to handle yourself. Each country's official government website should have information available about their tourism visa requirements, so you should be able to find the answers you need there.

#### Q: Do I need any vaccinations to go on my DreamTrip?

A: Maybe so, it really depends on the country you are visiting. To learn about foreign health requirements and possible health alerts, check the website of your destination country's government and consult with your healthcare provider. Again, this is your responsibility and we encourage you to take care of this early so you can travel safely and on time.

#### Q: What if I have special dietary requirements?

A: Let us know about your dietary requirements, and we'll find out if the hotel, resort or cruise line can accommodate you. While many offer dietary options, it all depends on their meal policies. We'll do our best to help with these arrangements. Just let your DreamTrips vacation specialist know at least 60 days before you travel.

#### Q: What if I need wheelchair or disability assistance?

A: While many DreamTrips activities can accommodate travelers who require wheelchair or other disability assistance, some activities, tours or accommodations may have restrictions.

Whenever it is available, we will confirm wheelchair or disability assistance for you, either setting it up for you or directing you to the resource that can assist. Just let your DreamTrips vacation specialist know at least 60 days before you travel.

#### Q: How much luggage may I bring on my DreamTrip?

A: Hey, if it fits, it goes, right? We don't mind, but each airline, cruise line and tour service may have rules around the amount of luggage that you may check or carry on, and even the maximum weight of a bag. So be sure to check with them online before you pack your entire shoe collection.

### Q: Can you tell me any extra information about my safety and security during my DreamTrip?

A: Security information is constantly changing all around the world, so it's best to research this yourself regularly until you head out on your DreamTrip.

No matter where your travels take you, we always recommend following basic safety habits. These include being aware of your surroundings, avoiding being alone at night in unfamiliar areas, leaving expensive jewelry at home and dressing appropriately in other countries to respect local cultural standards.

We'll advise you if we decide it's best to cancel a trip and, if we do, our Terms and Conditions will apply regarding refunds of your booking fees. If we have not notified you that a trip is canceled and you decide to cancel a booking on your own, you will be responsible for any booking fees based on our general DreamTrip cancellation terms and the trip's specific rules, which can be found on the trip's details page.

#### Q: How do I cancel a DreamTrip?

A: Who would, ever? But if you need to cancel, there's a cancellation policy in our booking terms that's included in your DreamTrips confirmation email and on the trip's detail page. Contact your DreamTrips vacation specialist as soon as possible if you need to change your travel plans.

#### Q: What if my question is not covered here?

A: We're here to make your next DreamTrip a great experience and will gladly answer any questions you may have. Simply log in to DreamTrips.com, select Contact Support at the top and talk to a vacation specialist by clicking on Live Help, or choose Email Support and send us a message.