

# Destination Elite Academy and Promotion FAQs

(July 2019 – December 2019)

Q1: What markets is this available in?

A: This is available to U.S., Canada, Mexico and Europe.

Q2: Are the room reservations for a single or double occupancy?

A: All rooms are based on double occupancy at the time of registration and payment. For example, the base room is listed for \$1900/ per room (for two) making it \$950/ per person for the registration.

Q3: Is the price per person for only one night of the trip?

A: The price per person is for 5 days/4 nights and is all inclusive. You will enjoy 24-hour room service, fine dining, top-shelf drinks, delicious snacks, non-motorized water sports, wireless internet, in-room whirlpools and much more.

Q4: What are the payment options for the promotion:

A: We will offer 3 different payment options if you register before July 31, 2019. Here are the payment options:

Option 1: 100% of the expense due at time of registrations.

Option 2: 50% of the expense due at time of registrations and final payment due on October 25<sup>th</sup>, 2019.

Option 3: 25% of the expense due at time of registrations and then additional 25% due on the last Friday in each of the following 3 months.

Q5: Can we split the payment between a variety of people at time of registration?

A: Unfortunately, we cannot offer this type of service. We suggest securing your room(s) for 2+ people and then working out the payment between the group.

Q6: Are there payment options after the July 31, 2019 date:

A: If you register after July 31<sup>st</sup>, you will need to pay 100% of the expense at that time.

Q7: Could I extend my stay at the hotel?

A: Yes, you can, however you will need to work with the hotel on the extra days and payment.

Q8: Does the registration include my Elite Academy Ticket?

A: No, you will need to pay for your EA ticket separately for \$99.

Q9: Is my deposit/or any portion paid refundable from my reservation if I am unable to attend?

A: No, all portions paid are non-refundable.

Q10: What rank will be used to determine Rank Advancement Points?

A: The rank you are paid as in June 2019 will be used as your base rank for the promotion.

Q11: When will I be reimbursed for the promotion?

A: As you earn tiers, we will reimburse you throughout the promotion and it will be a part of your normal commission payment.

Q12: To earn the 2 kids free, do the 5 team members need to be personal?

A: Great news! It's simple, any 5 team members within your entire team who achieve one of the tiers will qualify for this requirement.

Q13: Can I apply my All Access ticket toward the event? If so, how?

A: Yes, you can. We will provide you with the All Access Promotional code in order to register with your free All Access pass.

Q14: Do kids need an Elite Academy ticket to attend the Elite Academy?

A: Yes, due to the limits of seats we have for the session, children will need to purchase an Elite Academy ticket to attend.

Q15: Is bonus payout cumulative for each tier I earn?

A: No, the most you can earn overall is \$2,500.

Q16: What if I only want to attend the Elite Academy and not stay on the resort?

A: You are more than welcome to only attend the Elite Academy and make additional lodging accommodations. However, you will need to pay a resort entrance fee.

Q17: When does registration close to book a room at the Moon Palace Resort?

A: October 31<sup>st</sup>, 2019 will be the deadline to enjoy the great LifeVantage rates. If you still wish to stay at the resort, you can arrange with the hotel directly.

Q18: Do I have to register for the Elite Academy in order to earn the promotion bonuses at each tier?

A: Yes, you must be registered at the time you earn the tier to receive the bonus payout.

Q19: Can both my spouse and I earn the tiered bonus payouts if we each have our own ID number?

A: Yes, each tier's bonus payout will be tied to the ID number associated with the tier that is earned.

Q20: If I am a Pro 2 in July but rank advance to Pro 4 in August, do I get the rank advancement points for Pro 3 and Pro 4?

A: Yes, we will count the rank advancement points for all.

Q21: Are maintenance points awarded to only the highest rank advancement achieved during the promotion?

A: Correct, you would only earn points for maintaining your highest achieved rank.