



Getaway Program FAQs

01

WHAT IS A GETAWAY?

A GetAway is a vacation for two included with specific pack purchases that new or existing Agents or Customers* can purchase. The GetAway vacation options vary by region. Packs including a GetAway will be specified in the details of the pack contents.

*Customers where applicable.

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. This is for you and those in your household with the exception of cruises, EU Hotels, and our 7-night Getaways that can be booked for groups.

An Escape is a tailored travel package including amenities such as round-trip airport transfers, welcome parties, private dinners, and intriguing excursions – many with a dedicated on-site host to assist with your stay. Escapes are curated with a GROUP experience specifically in mind.

02

03

HOW SOON AFTER I PURCHASE MY PACK OR 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 purchase. 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. Don't worry, we will send you an email to let you know as soon as your GetAway is available.

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 and you'll see GetAway in the top navigation bar.

04

05

WHAT ARE MY GETAWAY CHOICES?

GetAway options vary by region, market, and availability. Please check your GetAway site for the options available when you are ready to claim, activate, and book your GetAway.

CAN A CUSTOMER ACCESS THE GETAWAY SITE TO CHOOSE THEIR GETAWAY?

Yes, Customers with a qualifying pack purchase can access the new GetAway section on the Club Seacret website to claim their GetAway. If a Customer previously claimed their GetAway through Customer Care, they can still access the GetAway section of the website, but will no longer have a GetAway available.

06

07

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.

08

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

Yes, if you have not claimed your GetAway yet and have a qualifying purchase, you can claim it whenever you are ready in the GetAway section of the Club Seacret website.

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.

09

10

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.

I HAVE BEEN A CLUB SEACRET MEMBER FOR 12 CONSECUTIVE MONTHS, DO I QUALIFY FOR A LOYALTY PACK? HOW DO I PURCHASE IT? WHERE DO I CHOOSE MY INCLUDED GETAWAY AFTER PURCHASE?

If you qualify for a Loyalty Pack, you will receive an email with instructions on how to purchase the pack through the chat bot feature or Customer Care. Three business days after your purchase, you will be able to browse the GetAway section of the Club Seacret website for your GetAway. Don't worry, we will send you an email to let you know as soon as your GetAway is available.

11

12

I CLAIMED AND ACTIVATED MY RESORT GETAWAY VOUCHER BEFORE SEPTEMBER 30 BUT I HAVE NOT BOOKED MY VACATION YET. CAN I STILL BOOK A VACATION TO MEXICO OR THE DOMINICAN REPUBLIC?

Yes, if you would like to use your Resort Voucher toward a Dominican Republic vacation, you can go to <https://getawaywithclubsecret.com/> and sign in with the email and password you used when activating your voucher. Then you can select Dominican Republic from the list of destinations and 2023 from the date picker. This will enable you to see all the resort options available for that program and book your vacation. Remember to book your vacation before your voucher expires.

CAN I TRANSFER MY GETAWAY TO SOMEONE ELSE?

GetAway 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.

13

14

CAN I CHANGE MY GETAWAY 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.

DOES IT COST ANYTHING TO CLAIM OR BOOK MY GETAWAY?

Each GetAway option is unique. We outline the terms and conditions of each GetAway in depth in the GetAway section so you can see the parameters and decide which vacation suits your needs the best before claiming.

15