



Xceptional Travel Destinations

Live, Explore, Celebrate One XTD Vacation at a Time

CLIENT/MEMBER SUPPORT FAQ DOCUMENT

What are Your Hours of Operation?

The XTD Travel Club is open and available online 24 hrs a day via our website (www.xceptionaltravel.com). There you can view, register and make payments on your travel package. We are available directly at 844.XTD.TRAV between 6pm and 10 pm EST Monday thru Friday .

How Do I Get Reservation Assistance?

All XTD client support is handled via email at support@xceptionaltravel.com or directly by contacting us on **844.XTD.TRAV Monday thru Friday 6 pm to 10pm EST**. However, we strongly encourage you to check the Client/Member Support FAQ document first to see if your question has been addressed there. As many of the more commonly asked question have been addressed in this document.

How Do I Cancel My Reservation?

All cancellation requests must be submitted in writing. There are no exceptions to this policy. To cancel your reservation you must send an email to the following email address: cancel@xceptionaltravel.com. In your email include the following information:

- Name
- Email Address
- Purchase order number for the trip. – This can be found at the top of your invoice on the right hand-side. If you have not yet received your first invoice and are attempting to cancel your trip, please provide the destination and departure date for your reservation.
- Contact Phone Number
- Brief Explanation outlining the reason for cancellation
- Indicate whether or not you are currently paying for your trip via an automated monthly installment billing arrangement.

Note: XTD Travel Club has adopted a **non-refundable and non-transferable payment policy effective January 1, 2020**. Any vacations booked with us prior to Dec 31, 2020 are subject to the payment refund guidelines noted on your registration form. Any vacation booked starting **January 1, 2020** onwards, are subject to the new XTD Travel Club **no refund no transfer policy**.

XTD has adopted this policy to ensure that we are able to book the best vacations, in amazing locations with phenomenal excursions and other benefits. To do this, we often enter into contractual agreements with hotels, airlines and other travel vendors that will not allow us to obtain any refunds after booking.

As this is how we are able to ensure that you get amazing travel packages, with lots of amenities included in those packages and offered the opportunity to make easy payments on your vacation. If you have any questions about the new XTD Travel Club no refund and no transfer policy, we encourage you to contact our office to speak with one of our travel consultants.

With the adoption our Non-refundable and non-transferrable policy, The XTD Travel Club **HIGHLY RECOMMENDS** that you purchase travel insurance whenever traveling as a result of this policy.

How Do I Update My Billing Information?

If you are currently paying for your vacation via a monthly automated installment billing arrangement and need to update the credit card on file that you are currently using to make those payments, please send an email to billing@xceptionaltravel.com. In your email provide the following:

- Your Name
- Your Email Address
- Your Contact Phone Number
- A brief summary explaining your billing question/concern

An XTD representative will contact you within the next 24 hrs of our receipt of your email (Monday thru Friday) to capture the information necessary to make that update. **PLEASE DO NOT SEND CREDIT CARD INFORMATION VIA EMAIL OR FAX.**

What forms of Payment Does XTD Travel Club Accept?

XTD Travel Club accepts American Express, Discover, Mastercard, Visa and bank debit cards. We also accept certified checks via our online payment portal. We do not accept regular personal checks.

Note: Before any request to accept a **verbal credit card payment** can be completed, you must show proof of ownership of the credit card being used. Authentication of a client/member is done via the presentment of your state issued photo driver's license or ID card. XTD charges a 3.5% convenience fee on all over the phone payments.

How Do I Request a Payment Extension?

XTD Travel Club does not have a payment extension policy. However, we do understand that on occasion life happens. And when it does, we will make every effort to provide a payment extension where possible. Please note that this may not be possible for all trips. And if your request can be granted, each XTD Travel Club member/client is limited to (2) payment extensions per year not to occur twice within the Ninety (90) day period. Additionally, if granted, a payment extension, the extension time period will be for no more than 2 weeks (10 working days) from the date the original payment was due.

What Is The Difference Between an XTD Client and an XTD Member?

While an XTD Travel Club “Client” and an XTD Travel Club “Member” are different, they both are part of the XTD Travel Club Family! An XTD Travel Club “Client” is defined as someone that registers and pays to travel as part of one or more of our group travel events/vacations. This person may or may not travel with us regularly. Whereas an XTD Travel Club “Member” is someone that has paid an annual membership fee. The annual membership fee entitles him/her to discounts, PRE-Sale access to trips before clients and the general public can register for the trip and a host of other benefits. **See XTD Travel Club Membership Information question below.**

How Do I Provide My Flight Information?

XTD Travel likes to maintain a full travel profile on all the clients/members who are traveling with us on one of our vacations. Thus, if you procure your flight yourself but purchase your land package through XTD Travel Club, please ensure that the following flight information is sent to:

support@xceptionaltravel.com

- Your Full name which should match your passport. Which should in turn match your plane ticket.
- Your Email Address
- Your Phone Number
- The name of the Airline
- The Flight #
- The Flights Scheduled Departure Dates and Times and cities
- Seat Number (If available)

All of the above information should also be provided for your connecting flights.

How Do I Provide/Change my Emergency Contact Information?

To update/change your emergency contacts information, please send your name, email address, phone number, the purchase order # for your reservation and a summary of the information that you need to have updated (i.e. Replace this with this. Update this with this, etc.) to support@xceptionaltravel.com

If Flights Are not Yet Available When I Book My Trip, How Do I Know How Much Travel Insurance to Purchase?

There are occasions when you will book a land group package in advance of the airfare for that trip being available. This is because you can only book airfare 12 months or less from the date of your scheduled travel. And you want to purchase travel insurance to protect the land/cruise portion of your trip that you have already booked. Your options for procuring your travel insurance for your entire trip are as follows:

1. Purchase travel insurance for the portion of your vacation that you have already booked and started paying on. Then once the airfare portion of your trip becomes available purchase a second insurance policy to cover your airfare.

2. Estimate the cost of your total trip (land/cruise portion of the trip + estimate for the cost of your airfare) = \$\$ Total amount of insurance to procure.

Note: For some XTD group travel packages, insurance can be included in the package if you opt to purchase the insurance being offered. And in this case insurance would be calculated based on the purchased portion of the trip on the current reservation. Airfare can then be added once it is added to your reservation.

If I Have Questions About My Account or XTD Travel Club Policies And Procedures That Were Not Addressed in the XTD Client/Member Travel Club Client/Member FAQ Document?

If you do not find the answer to your question this document, please send your inquiry to the XTD Client/Member Support team as follows:

- If you have an active reservation, please send your inquiry to support@xceptionaltravel.com
- If you do NOT have a current and active reservation with XTD Travel Club, please send your inquiry to info@xceptionaltravel.com
- If you are an XTD Emerald Plush or Sapphire Elite Club member, please send your inquiry to VIPinquiry@xceptionaltravel.com and be sure to include your VIP customer number in your email. Note: If you are not a member of the XTD Travel Club membership club, and you submit an inquiry to this email box, it will **NOT** expedite the response time on your inquiry. As your inquiry will be transferred to the appropriate support queue to be addressed. And this may delay your response time as all inquiries are handled in the order in which they are received. As again, this email address is reserved for XTD Travel Club Members only.

What Is Your Refund Policy?

XTD Travel Club has adopted a **non-refundable** and **non-transferable payment policy effective January 1, 2020**. Any vacations booked with us prior to Dec 31, 2020 are subject to the payment refund guidelines noted on your registration form. Any vacation booked starting **January 1, 2020** onwards, are subject to the new XTD Travel Club **no refund no transfer policy**.

May I make Payments More Frequently Payments Than What My Vacation Package Requires?

You are always welcome to pay more than the minimum monthly payment due on any active reservation. To make additional payments you may do so one of two ways:

1. Go to the payment page on our website click the manual payment button. Once there, enter the information requested and include in the following in the note section: Your Name and the P.O. number for the trip that the extra payment is being made for and special payment notes that you would like the accounting department to be aware of.

1. Enter the following URL on the address line of your web browser: <https://www.paypal.me/xceptionaltravel> to make a payment. Once there, enter the information requested and include in the following in the note section: Your Name and the P.O. number for the trip that the extra payment is being made for and special payment notes that you would like the accounting department to be aware of.

What happens if My Room-mate Cancels After we Have Started Making Payments on Our Trip?

If your room-mated cancels after you have registered and paid your deposit for one of our active travel events/vacations, your options are as follows:

- You can find another roommate. Note: This would be your responsibility. As we do not offer room-mate matching services at this time.
- Convert your reservation to a single person reservation. Note: converting to a single person reservation usually results in an increased trip price. Thus, be sure to contact the XTD Support team if you have any questions about what the single person rate is for your active trip/vacation reservation. Once you convert to a single person reservation, please note that depending upon the travel event/vacation, we may have to move you to another room category to properly accommodate your new travel reservation status. Thus, we want to ensure that you fully understand what converting to a single person reservation means and any price increases that may be applicable.

Do You Accept Requests For Private Group Travel Services?

XTD Travel Club does accept and welcomes private groups. After all we specialize in group travel. If you are interested in putting together a private group vacation package, please contact XTD Travel Club by send an email to info@xceptionaltravel.com . One of our XTD Travel Ambassadors will be in touch. Generally, we respond to all requests within a 24 hr period during our normal days of business operations; which are Mon thru Friday 6pm to 10 pm EST.

Will I Receive Invoices For My Trip?

Yes, XTD Travel emails invoices to all travel club clients/members who have an active travel event/vacation registration. Invoices are generally sent out as follows:

For new travel event/vacation deposits – Invoices are normally sent out 10 days after the initial deposit deadline for a given travel event/vacation package. As to be more efficient in our processing, we prefer to process all deposit payments and generate the required invoices at one time.

For monthly travel event/vacation payments – Invoice are normally sent out 10 to 12 days after the payment due date for each specific travel event/vacation package.

Can I still join a Trip if There is Still Space Available After the Deposit Deadline?

If there is still space available for a given travel event/vacation package, you may absolutely register to be a part of the trip. However, please note that all payments that were due prior to the date that you registered for the travel event/vacation package would, would have to be paid at the time of registration. **See scenario examples below.**

| Payment Examples: | Original Trip Deposit Deadline and Payment plan terms: | Date You Want to Register for the Trip: |
|-------------------|---|--|
| Trip Example A: | <ul style="list-style-type: none"> • Initial Deposit of \$200 due on 1/15/20. • Payment #1 in the amount of \$150 on 2/15/20. • Payment 3 in the amount of \$150 due on 3/15/2020. • Payment #4 in the amount of \$150 due on 4/15/20. • Payment #5 in the amount of \$150 due on 4/15/20. | <p>You register for the trip on 3/10/20:</p> <p>In order to register for Trip A, you would need to pay the \$200 deposit AND the January and February payments of \$150 each. For a total of \$500 to get caught on the payment plan. Then on March 15th, you would need to pay your March 15th payment of \$150. And monthly thereafter on/before the designated due date for the duration of the stated payment plan.</p> |
| Trip Example B: | <ul style="list-style-type: none"> • Initial Deposit of \$200 due on 1/15/20. • Payment #1 in the amount of \$150 on 2/15/20. • Payment 3 in the amount of \$150 due on 3/15/2020. • Payment #4 in the amount of \$150 due on 4/15/20. • Payment #5 in the amount of \$150 due on 4/15/20 | <p>You register for the trip on 2/1/20:</p> <p>In order to register you would need to pay the \$200 deposit. Then on 2/15/20 you would pay your first monthly payment of \$150. And monthly thereafter on / or before the designated due date for the duration of the stated payment plan.</p> |

How do I Make Payments On My Booked Vacation?

You have 3 ways to make your travel event/vacation payments:

2. You can setup automatic billing to have your payments automatically debited out of your account after you have paid your initial deposit. – Instructions on how to setup automatic billing are included on the Payment Page on the XTD Travel website: www.xceptionaltravel.com
3. Go to the payment page on our website and click the manual payment button. Once there, enter the information requested and include in the following in the note section: Your Name and the P.O. number for the trip that the extra payment is being made for and special payment notes that you would like the accounting department to be aware of.
4. Enter the following URL on the address line of your web browser: <https://www.paypal.me/xceptionaltravel> to make a payment. Once there, enter the information

requested and include in the following in the note section: Your Name and the P.O. number for the trip that the extra payment is being made for and special payment notes that you would like the accounting department to be aware of.

Do You Have a Room-mate Matching Program?

XTD Travel Club does NOT currently offer a room-mate matching program. However, on occasion we will be made aware of individuals who wish to travel but desire a roommate. And if we know of another person that has the same desire, we encourage the two individuals to exchange contact information in an effort to independently determine if they would like to room together for an upcoming travel event/vacation package. Note: XTD will never recommend/encourage members of the opposite sex to room together if they DO NOT already know each other. Additionally, some countries strictly prohibit unmarried members of the opposite sex from sharing a room.

Is XTD Travel Club Hiring?

For information about open employment opportunities (including student internships), please send an email to careers@xceptionaltravel.com.

If I Am On Vacation And Have A Travel Related Emergency and Need to Reach A Member of the XTD Travel Club Staff Immediately What Do I Do?

All XTD sponsored travel events/vacation packages have an XTD Ambassador traveling with the group. All travelers are provided with their group Ambassador's name and contact information at the start of the trip inside your Bon Voyage package. Should you have a medical or other emergency, your XTD Ambassador should be your first point of contact. However, if you have a life-threatening emergency or are unsure if you do, you or your traveling companion, should **FIRST** call the local emergency services hotline for the city/country you are in. After that is done you should then contact your XTD Ambassador. As he or she will have a file containing all of the emergency contact information that you provided as well as any special medical conditions that you may have provided at the time of registration or thereafter.

If you are not traveling with **a NON sponsored** XTD Travel Club travel event/vacation package, you will have information inside of your Bon Voyage package that tells you who to contact in the event of an emergency. But even in this scenario, you should ensure where possible, to contact the XTD Office at 844.XTD.TRAV to apprise us of the situation so that we can provide any additional assistance that we can to ensure that you, your family and or friends get the help needed.

What is an XTD Sponsored vs None Sponsored Event?

A sponsored XTD Travel Club travel event/vacation is an event or vacation package featured on our website. Those are travel events/vacations that we specifically put together for the enjoyment of our travel club members/clients.

A non-sponsored XTD Travel Club travel event/vacation is a private group vacation that XTD put together for a specific client/member and their family or affinity group