



## WELCOME TO PRO POINTS

### Travel and Earn!

Introducing our new loyalty program where you will earn points every time you travel, reach new earning tiers for traveling more, and earn when you refer a new customer to us. We want to thank you for traveling with us and your continued loyalty.

Each **PRO POINT** earned is equal to \$1.00 that can be used towards the final payment of a future tour.

### 3 WAYS to EARN

- ★ Earn with every tour you take
- ★ Early Booking\*
- ★ Refer a new customer\*

### Earn with every trip you take

The more you travel, the more you earn. There are 4 tiers of earning. The percentage is calculated on the base value of the tour, before any taxes and fees, not eligible on flights or add on tours.

- **Bronze** - 1% (up to 5 tours)
- **Silver** - 1.25% (6-10)
- **Gold** - 1.5% (11- 20)
- **Platinum** - 2.0% (21 and more)

### Early Booking on applicable tours

Early booking dates will be published on applicable tours and deposits must be paid prior to that date. Not all tours will have early booking dates

- \$0- 1000 - 5 points
- \$1001 - 2000 - 10 points
- \$2001 - 3000 - 20 points
- \$3001 - 4000 - 30 points
- \$4001 and up - max 40 points

### Referral of New Customer

Refer a new customer on a separate reservation that completes a tour . This will be calculated on the base value of the tour, before any taxes and fees, not eligible on flights or add on tours.

- \$0- 1000 - 5 points
- \$1001 - 2000 - 10 points
- \$2001 - 3000 - 20 points
- \$3001 - 4000 - 30 points
- \$4001 and up - max 40 points

# PRO POINTS

## TERMS, CONDITIONS AND DEFINITIONS

1. **PRO POINTS** earning tiers will be determined by tours traveled that are recorded in our current booking system implemented in 2015. Tours traveled prior are not part of this system and will not be counted towards calculation of tier.
2. **PRO POINTS** will be earned on completed tours starting January 1, 2024.
3. Tour Value is the base price before taxes and fees. Published tour costs include taxes and fees so points earnings may not coincide with the published tour cost. Any costs for flights, pre-tour rooms, add-on tours are not included in the base value of the tour.
4. **PRO POINTS** can be accumulated and applied to the **final payment** of a tour only. Not a deposit. Points must appear in the customer's **PRO POINTS** account before use.
5. **PRO POINTS** will be added to the customer's **PRO POINTS** account within 7 days of returning from a tour.
6. **PRO POINTS** applied to the payment of a tour can not be more than 10% of the total cost of the tour.
7. Customers must request to apply **PRO POINTS** to their final payment. This will not automatically be done.
8. Early booking points are only available on tours published with an **EARLY BOOKING DATE\***
9. To qualify for early booking points, the tour deposit must be paid prior to the published date.
10. Referred customers must not have traveled, booked and canceled, on any tour that is recorded in our current booking system.
11. Referred customers must be booked on a separate reservation and room from the customer referring them. This can not be a new traveling partner sharing a room with the customer.\*
12. If you were referred by someone, this must be communicated upon the initial reservation process.
13. **PRO POINTS** from a referral will not be applied to the customer's point accumulation until the referred customer returns from tour.
14. **PRO POINTS** tours counted towards tier levels will be counted upon return from the tour.
15. **PRO POINTS** used as payment on tour that is canceled by the customer after the non-refundable date (the final payment date usually), will be forfeited.
16. **PRO POINTS** have no cash value and are non transferable.
17. **PRO POINTS** will not be earned on tours booked through an outside Travel Agent
18. **PRO POINTS** will not be earned on any custom group tours.