



**Wednesday, April 15, 2015 – Sunday, April 19, 2015**

## **Frequently Asked Questions**

### **OFFICIAL 2015 CANCUN WEBSITE:**

<http://www.cancun2015.com>

### **2015 SUCCESS CLUB TRIP LOCATION:**

Moon Palace Golf & Spa Resort, Cancun/Riviera Maya - Mexico

[www.moonpalacecancun.com](http://www.moonpalacecancun.com)

### **OFFICIAL TRIP DATES & BASIC AGENDA:**

**Wednesday, April 15, 2015 – Sunday, April 19, 2015**

Wednesday, April 15, 2015	Arrivals Welcome Reception & Dinner
Thursday, April 16, 2015	Workout Breakfast Elite Reception*
Friday, April 17, 2015	Workout Premier Reception*
Saturday, April 18, 2015	Workout Breakfast Farewell Reception & Dinner
Sunday, April 19, 2015	Departures

\*For qualified attendees and their one (1) guest.  
Only registered attendees may attend Beachbody activities.  
Beachbody will provide attendees with specific wristband that **MUST** be worn at all times.

**All agenda items and times are subject to change**

### **CHALLENGE PERIOD, QUALIFICATIONS, AND REWARDS:**

For Official Rules visit: <http://www.cancun2015.com>

### **WHEN CAN I REGISTER?:**

2013 Elite & 5-Star & Above Coaches:	Thursday, January 9, 2014 at 9:00AM PT
Premiere Coaches:	Friday, January 10, 2014 at 9:00AM PT
General Registration:	Saturday, January 11, 2014 at 6:00PM PT

## WHERE CAN I REGISTER?:

Go to <http://www.cancun2015.com>

## WHAT IS THE NON-REFUNDABLE DEPOSIT & WHAT DOES IT COVER?:

There will be a \$200 non-refundable deposit paid for at the time of registration. This fee will cover the Government taxes for you and your one (1) guest. If you cancel for any reason, this amount will not be refunded.

## HOW DO I SECURE MY HOTEL ACCOMMODATIONS?:

Beachbody will handle the reservation of your hotel room based on the information provided during your registration process. Reservations will be made for the nights of Wednesday, April 15<sup>th</sup>, Thursday, April 16<sup>th</sup>, Friday, April 17<sup>th</sup>, and Saturday, April 18<sup>th</sup> of 2015. Check-out will be Sunday, April 19<sup>th</sup>, 2015.

## HOW DO I REQUEST ADDITIONAL DATE EXTENSIONS TO MY HOTEL ACCOMODATIONS?:

Hotel extensions MUST be done directly through Moon Palace via the following link:

<https://www3.palaceresorts.com/NET/Formularios/Groups.aspx?gc=BEACHB&sb=GRUPO&ag=BEACHB>

Payment will be required at the time you book your reservation. You will have up to 48 hours prior to your arrival to cancel your personal extension reservation or **your credit card will be charged**. The following rates will apply: Single (1 person in room): \$370 per night, Double (2 people in room): \$332 (\$166 pp), Extra person- \$159 per night, Children under 4 are free, ages 4-17 are \$58 per child per night. Beachbody is not responsible for any pre or post extensions to your hotel reservation.

NOTE: Anyone requesting extensions will automatically be placed in the Sunrise Section of the hotel for the entirety of their stay. There are no upgrades available to coaches requesting extension dates.

## HOW CAN I SECURE AN ADDITIONAL ROOM?:

If you are interested in an additional room, you may reserve only one (1) additional room during your registration process. Any additional room MUST be paid in full at the time of registration. The cost per additional rooms is \$1480 and is subject to the \$200 non-refundable deposit. Due to the limited amount of additional rooms, they will be on a first come, first serve bases.

## GUESTS & GUEST FEES:

You and one (1) guest are included in your purchase or prize. If you are interested in bringing additional guests that will be staying at the resort, the below fees will be at your own expense and appear on your final hotel bill upon check-out.

NOTE: Maximum room occupancy is 3 adults, or 2 adults plus 2 children. Triple and quad occupancy is limited to the number of double/double rooms the resort has available.

Age Range (At Time of Trip)	Per Guest Charge (Over Double Occupancy)
18 Years of Age or Older (Adult) Only 1 additional adult guest is permitted per room	\$159/night
4 – 17 Years of Age (Children) Only 2 additional children guests are permitted per room	\$58/night
Up to 4 Years of Age (Children) Only 2 additional children guests are permitted per room	Free

## CAN I TRANSFER THE ROOM THAT I'M CURRENTLY EARNING TO ANOTHER PERSON/COACH?:

No, you may not transfer your original room for which you registered, regardless of whether you paid for the room or it was awarded to you. If you cannot attend, the cancellation policy below applies.

#### **CAN I TRANSFER MY ADDITIONAL PURCHASED ROOM TO ANOTHER PERSON/COACH?:**

Yes, if you registered and paid for a second room, you may transfer it to any person or Coach. Please e-mail your transfer request to [Cancun2015@Beachbody.com](mailto:Cancun2015@Beachbody.com) and a Beachbody Events team member will assist you. The last date to submit a transfer request of your additional room is March 13, 2015. The transferee will be manually registered by a Beachbody Events team member and will need to agree to all Official Rules and any other Terms and Conditions relating to the event that Beachbody may announce. All money will be exchanged directly between Coaches.

NOTE: Beachbody will not issue you a refund for the cost of your transferred room; you must seek reimbursement from the person to whom you transfer your room.

#### **WHAT IS THE CANCELLATION POLICY?:**

If you are unable to make the trip and need to cancel your registration, you must email [Cancun2015@Beachbody.com](mailto:Cancun2015@Beachbody.com) by March 13, 2015. You will receive a refund based on the timeline below. All refunds will be processed on the same credit card used during the registration process. No checks or credits will be issued.

NOTE: All cancelation refunds will be processed on the last business day of the cancelation month.

<b>Timeline</b>	<b>Cancellation Fee</b>
Between January 5, 2014 at 12:00AM PT and July 31, 2014 at 11:59PM PT	Only non-refundable deposit is withheld
Between August 1, 2014 at 12:00AM PT and September 30, 2014 at 11:59PM PT	25% withheld in addition to non-refundable deposit
Between October 1, 2014 at 12:00AM PT and October 31, 2014 at 11:59PM PT	50% withheld in addition to non-refundable deposit
Between November 1, 2014 at 12:00AM PT and December 31, 2014 at 11:59PM PT	75% withheld in addition to non-refundable deposit
January 1, 2015 at 12:00AM PT and Beyond	0% refund

#### **IS THERE A WAITLIST POLICY?:**

If the registration reaches its capacity, a waitlist will be created. To join the waitlist, fill out the waitlist form found on [www.cancun2015.com](http://www.cancun2015.com). There is no payment required to join the waitlist. Those on the waitlist will be placed in order of Success Club Points. As spots become available, an email will be sent to the Coach(s) with the highest points at that time. For further information and procedures, please visit [www.cancun2015.com](http://www.cancun2015.com).

#### **WHAT TRAVEL DOCUMENTS WILL I NEED?:**

A Government Issued Passport is required. Please visit [www.travel.state.gov](http://www.travel.state.gov) for all travel document requirements. Each person will need to show a valid passport to get onto their flights and to check-into the hotel. Passports must be valid at least 6-months following the date of your returning flight. EACH INDIVIDUAL WILL NEED A VALID PASSPORT.

#### **WHAT IF I AM RECENTLY MARRIED, DIVORCED OR HAD A NAME CHANGE?**

Your travel documents and Government issued photo identification should reflect the name and information provided to Beachbody at the time of registration.

#### **WEATHER:**

The average high in March is 85° F, and the average low is 73° F.

## ATTIRE:

The dress code for the trip is resort casual. The hotel requires men to wear long pants in the evenings. We will be hosting events both inside and out. Please remember to bring warmer clothing options in the event of cooler evenings.

## WHAT IS THE INTERNATIONAL AIRPORT IN CANCUN:

You will need to fly in and out of Cancun International Airport (CUN). For more information and travel tips, please visit: <http://www.cancun-airport.com>

## TRANSPORTATION TO/FROM THE AIRPORT & RESORT:

Beachbody is not hosting transportation to and from the airport and hotel, but has selected Tropical Incentives as a preferred option for you to make your own travel arrangements with. All reservations will need to be booked directly through the following link: [http://tropicalincentives.com/form\\_gpos/sales/cancun/2015/successclub/](http://tropicalincentives.com/form_gpos/sales/cancun/2015/successclub/)

Product / Service	Price	Detail
Group Airport Transfers Cancun	\$ 15.00	Applicable for 6 or more people, arriving or departing at the same time. Cost is per person. Tax Included
Transfers in VANS	\$ 85.00	One-way Airport Transfers for FIT scattered Arrivals & Departures in joint basis applicable from 1 to 5 persons in the same flight. Tax included
Transfers LINCOLN NAVIGATOR OR SUV'S	\$ 115.50	One Way Private Transfer/ arrivals and departures/ for Vip's. Price per vehicle, one way. 1-4 pax. Tax included
Bottled Water Service	\$ 3.00	Price per each one, one way. Tax included
Fresh Towels	\$ 2.00	Cost per person, Tax included
Gratuity for Drivers	\$ 2.00	Gratuity for Drivers, per person, one way

### Additional Information

#### Inclusions:

- Air-conditioned vehicles assigned as per flight manifest (Vans or Coaches)
  - Meet & Greet at the airport by TI bilingual (Spanish - English) uniformed Staff. Other languages are subject to an extra fee.
  - Luggage Handling
  - Staff for hospitality desk
- Note: Tax Exempt

#### IMPORTANT NOTE FOR ALL TRANSPORTATION

**NO SHOWS WILL BE CHARGED 100%**

**AIRPORT TRANSPORTATION WAITING TIME: BUSES 30 MINUTES HRS; VANS, LINCOLNS AND NAVIGATORS 15 MINUTES.**

**IN THE EVENT OF ANY DELAYS OR CANCELLATIONS NOT INFORMED TO THE DIRECTOR OF OPERATIONS AT LEAST 24 HRS. IN ADVANCE, WILL BE CHARGED AS NO SHOWS**

## WHAT IS INCLUDED AT THE RESORT?:

The Moon Palace is an all-inclusive resort. This means all of your meals and beverages (including alcohol) are included in your stay. In-room wireless internet, most non-motorized property sports and activities, and unlimited long distance telephone calls (Continental USA, Canada, Mexico) will also be included in your stay.

## WHAT IS NOT INCLUDED AT THE RESORT?:

Any spa or golf reservations are at you're the guests' expense and the resorts availability. The hotel is offering any Beachbody attendee a 15% discount on spa treatments and a 50% discount on green fees at Moon Palace Golf Course. Any motorized property sports and activities, tours, Dolphinarium adventures, car transfers, and room deliveries are at the guests' expense.

## CAN I PURCHASE TRIP INSURANCE?:

Yes. We encourage you to purchase trip insurance to cover you in the case of unexpected situations that would prevent you from going on this trip. You may visit [Travelinsurance.com](http://Travelinsurance.com) to get a quote and purchase trip insurance. Please note that this is a third party vendor and Beachbody does not have any affiliation.

## Glossary of Terms

**Resort Dollars:** an earned reward through Success Club Points. The maximum amount of Resort Dollars one person may earn is \$1000. Each Success Club Point is worth \$10.

**Double Occupancy:** rooms are equipped for you and your (1) one guest.

**Non-refundable Deposit:** this fee will cover the Government taxes for you and your one (1) guest. If you cancel for any reason, this amount will not be refunded.