

Welcome to AMRewards, the most robust travel agent rewards program in the industry. We are thrilled that you have joined our program and are ready to start earning and redeeming your reward points!

Please be sure to thoroughly read all of the following rules and regulations to fully understand our program.

Eligibility

All travel agents residing and conducting business in the USA and Canada, with a valid IATA, ARC, TRUE or CLIA number, are eligible to participate in AMRewards. Participation includes, but is not limited to, entering bookings, earning points, redeeming points, traveling using complimentary night certificates, etc.. All agents must be registered with www.amragents.com and from there, must have selected that they would like to participate in AMRewards. Employees of tour operators, wholesalers and OTA's are not eligible for reward points.

Rewards

AMRewards is a points-based system in which you will earn points for each room night booked and paid. Point values range from 200 points per night to 500 points per night based on the brand and room category booked. You may enter bookings for up to 45-days post check-out date; earned points are valid for 18 months from the date your client checked-out of the resort. After 18 months, unredeemed points will automatically expire. Bonus points, points transferred and other miscellaneous points awarded may be valid for less than 18 months. We are unable to reissue any expired points, so please be sure to use them while you can. Points are nontransferable and may be redeemed only by the agent who earned the points.

Reward points may be redeemed for the following items. Please be sure that you understand the details of each prior to redeeming. Once points are redeemed for an item, they cannot be changed or transferred to a different item. Please be careful in your selections when redeeming your points, be sure that it is what you really want.

Cash Rewards in the form of a debit card

Points may be redeemed for cash which you will receive in the form of a debit card. Debit cards will be issued with a \$0 balance when you register for AMRewards. Please be sure not to lose this card as all funds earned will be placed on this card for you. Should you need a replacement card a fee of \$6.95 will apply and be deducted from your account balance. Points may be redeemed in \$25 increments ranging from \$25 to \$100. To redeem for more than \$100, multiple transactions must take place. AMRewards debit cards are valid for 24-months from date of issuance. After 22 months, AMRewards will evaluate usage of the card to determine whether the card will be reissued. If we do not find adequate usage,

AMRewards will not renew the card on your behalf. However all funds associated with the card will remain in the cards account and it will be at the agent's responsibility to cover the cost of a new card. Over the course of the life of the card, 24-months, the maximum load of funds cannot exceed \$10,000 and an agent cannot spend more than \$2,500 using their AMRewards pre-paid debit card per month.

Along with your AMRewards debit card, you will also receive a document detailing the usage guidelines and fees associated with the card. These guidelines and fees vary based on agent's country of residence and AMRewards is not liable for any charges that agent may incur therein. Agent will be provided with contact information of the Card Company for questions or concerns regarding their AMRewards prepaid debit card.

Agents should expect funds to be available within 7-10 business days of redemption.

Complimentary Nights

Complimentary nights will be issued in the redeeming agents name only. Certificates will be valid for two guests only, additional guests in the room must be reserved with the resort directly prior to travel and fees will be applied and paid upon check-in. Upgrades may be available for an additional cost based on availability. Black-out dates and holiday restrictions apply. Reservations are subject to a special allotment and may not be available even if availability exists online or through a tour operator partner. Unused certificates cannot be exchanged for monetary value, are non-exchangeable and cannot be extended. Airfare, ground transportation, room charges incurred, spa treatments, telephone calls, incidentals and all other additional expenses are not included. Certificate will be valid for one year from the date of issue. Reservations must be made through AMRewards at 1-844-AMREWARDS.

You may redeem points for complimentary nights at any of our six brands; point values required to redeem vary by brand and room category. You can select from a lead in, base category room or a lead-in Preferred Club room or equivalent.

You may redeem for a maximum of two rooms traveling together over the same dates. In addition, agent rates may be booked in conjunction with AMRewards complimentary rooms, based on availability. AMRewards rooms must be booked by calling 844-AMREWARDS (844-267-3927) and agent rates must be booked via www.amragents.com. This means that during season 3 (September thru December) agents may book a total of 4 rooms! Just another great perk of booking your clients with AMResorts and utilizing the AMRewards Program!

Gifts for your clients

We'd like to offer you the opportunity to use your reward points to enhance your clients' stay with us. You can select from a Spa Voucher valued at \$100, a Continental Romantic Breakfast in Bed or a Romantic Dinner for Two. Vouchers will be issued for use at the resort of your choice and may not be transferred to another resort or brand. Voucher holds no cash value and may not be redeemed for any

service other than what is stated on voucher. Voucher will expire one year from date of issue. If the entire value is not used on property, any remaining cannot be refunded. Multiple vouchers may not be combined and used towards one treatment or service – Spa Vouchers valid for treatments only, not applicable on product purchases.

When redeeming for one of these items, you will be asked to select a brand and resort. You will then be emailed a voucher which you may present to your clients. Your clients must present this voucher to the resort concierge during their stay to redeem their special gift.

Co-Op Marketing

We have included three marketing items for you to select from. The first option is a point of purchase display for your agency. Our primary focus with this piece is to grab your client’s attention and getting you bookings! There are also two co-op banner options; a desktop banner and a large banner for use at your office or consumer events. As the banner options include your agency logo, website and phone number, we may need your help in preparing these for you.

Desktop banner is an 8.25 x 20.25 inches retractable banner and includes an aluminum carrying case. Large banner bug is a 33.5 x 83.8 inches retractable banner and includes an aluminum carrying case.

In the “update profile” section of our site, you will find an area to upload your logo. When selecting either a desktop banner or large banner option, you will receive an email from AMRewards with a proof for approval prior to printing. We want to ensure that the logo and your contact information are correct! Once we have your written approval, your banner will be printed and shipped right to your doorstep. Please note, once your banner has been printed, it may not be changed or exchanged and these points cannot be refunded. Please allow 4-6 weeks for processing and shipment of your marketing material.

The Point of Purchase option is a backdrop featuring our 6 brand logos. You will hang the backdrop in your agency and when you book one of our resorts, have your clients stand in front of the backdrop using the props provided to take some fun photos to be shared via social media networks.

Tax Requirements

For agents located in US, we do require that you have completed the W9 form in the update profile portion of the website before any redemption requests will be allowed. All points redeemed do have a cost associated to them and therefore, agents will be taxed on all redemptions. 1099 forms will be sent to all agents redeeming an excess of \$600.00 in awards (including marketing materials, complimentary nights, booking bonuses and client gifts) per year and will be mailed to the address listed in your profile by January 31st of the following year.

Submitting a booking

Bookings may be entered within 45-days of your clients' check-out date. Any bookings entered after this date will be ineligible.

It is important to note that the program policies may vary by resort and is subject to change at any time as each resort is individually owned and operated.

Please enter all booking information as accurately as possible to ensure your booking can be located and validated. For example, if the guest name is hyphenated in the tour operator reservation, please be sure to do the same when entering the reservation here.

We are excited to offer you the ability, for the first time in AMResorts history, to enter group reservations! The way that you will enter your group booking varies based on the tour operator that the booking was made with. If the tour operator gave you one reservation number for the entire group, you will enter that reservation number once and select the number of rooms accordingly. If the tour operator gave you multiple reservation numbers, you will enter each reservation individually with the lead guest name for that booking and number of rooms selected accordingly. We are currently accepting wedding and social groups; meeting and incentive groups are not eligible for AMRewards.

You do have the ability to edit reservations prior to travel. You may do so by visiting the "Bookings not yet traveled" section and selecting the reservation you wish to edit. Here you can update guest name, number of rooms, resort, and number of nights or travel dates. It is important to note that bookings will be validated for five days pre and post arrival and departure dates entered. However, in order to ensure that the booking is validated as quickly as possible, we do ask that you update information as it changes.

Point Values

Below please find our current point values earned for each room night booked:

Zoëtry Wellness & Spa Resorts

Lead in room category – 400 points per room night

Preferred Club room or equivalent – 500 points per room night

Secrets Resorts & Spas

Breathless Resorts & Spas

Dreams Resorts & Spas

Now Resorts & Spas

Lead in room category – 300 points per room night

Preferred /Xhale club room or equivalent – 400 points per room night

Sunscape Resorts & Spas

Lead in room category – 200 points per room night

Sun Club room or equivalent – 300 points per room night

Points will be awarded within 10 days of the guest checking out of the resort. Agent will receive points based on the room category and length of stay reflected by the Property Management System upon the guest checking out. Please note, if your guests check-in/check-out earlier or later than expected, agent will receive credit accordingly. Additionally, complimentary nights and rooms will not be awarded points. This includes, but is not limited to 3G complimentary rooms, wedding/group complimentary rooms, return anniversary nights, and complimentary rooms offered on behalf of the resort as compensation to your clients. Moreover, opaque rates will not earn AMRewards points (ie. Apple Vacations Square Deals, Mystery Deals, etc..).

AMResorts reserves the right to change point values at any time without prior notice.

Exclusions

Each AMResorts property is individually owned and operated. As AMRewards participation is not mandatory, every resort may not be participating in our rewards program.

Fraud

AMResorts does not tolerate, and takes aggressive action against unethical conduct or fraudulent activity. Accordingly, if solely in our own discretion, we believe that anyone has entered someone else's booking into their AMRewards account, we will immediately freeze the account and block said person from the AMRewards program and any other such programs AMResorts may sponsor in the future.

Q&A

I am an agency owner, how do I control points at the agency level?

This should be addressed at the agency level. AMRewards allows all agents to register bookings. Please make sure that your agents are clear on your agency specific policies.

I have a booking listed under “Booking under review”, what does this mean?

When a booking is under review, it simply means that for some reason the reservation could not be automatically validated. The booking has been sent to our AMRewards team and they are working on manually validating the reservation for you. Once validated, you will see this booking move into “points earned” or “ineligible bookings” if it cannot be located or does not qualify.

What happens if I change agencies or get a new affiliation number?

Points registered by an agent will stay with that agent; however we do ask that you keep your profile up to date most importantly so that we know where to mail your redemption items. You can maintain your agent profile by clicking on “update profile”.

I have a question about my prepaid debit card, who can I contact?

US Agents, please visit www.AMRewardsCard.com or call 855-774-8524.

For agents located in Canada, please visit www.myberkeleyaccount.com or call 1-866-466-0065.