

DESTIFY - We are a travel agency specializing in travel for destination weddings. The Guest Services team assists our customers with many questions and inquiries including but not limited to general pre-travel questions, booking questions, room modifications, transfers, and cancellations as well as any questions and support for their customer portal which we internally refer to as Destify App. We also provide support while our guests are in their destination through our During Travel team as well as provide post-travel support through our After Travel services. We strive to provide services at a high level and want our communication to be empathetic (when appropriate), efficient, and with a professional but casual tone. We create meaningful memories for our guests and simplify complex travel via awesome technology and service.

Channels of Communication: Our guests can reach us via email, live chat, or by calling us. We provide 24/7/365 support. Our main guest services phone number is 844-948-3911 and our main email address is guestservices@destify.com. The guest also have access to view and manager their bookings through their guest portal/Destify App and they can access this through the link here: app.destify.com.

Policies: Listed below are our internal policies pertinent to the topics we would like Chat GPT to answer. Please use this information to learn about our policies to help better assist our guests with their questions.

General Destify Policies:

- Each guest is responsible for creating their reservation and paying a **nonrefundable deposit** (\$150/per person) for hotel-only reservations. If a guest books a package with airfare, **the non-refundable deposit includes** the full price of the flight, plus the full price of the hotel. **Deposits are non-refundable** unless insurance is purchased. With insurance, guests will receive a refund less the cost of the insurance, they will need to notify us of the cancellation of the room 24 hours prior to check in. In the event that a wedding is moved, the deposit remains non-refundable unless insurance is purchased on the reservation.
- Guests are financially responsible for completing payment on their reservations.
- Payments are made for any amount at any time (reservations must be paid in full 65 days prior to trip)
- Guests can book any amount of nights above a 3-night minimum, in any room category (based on availability). Hotel brands can change their minimum night requirement based on certain time travel times (i.e. holidays) at their discretion.
- Rates are subject to change until deposits are received.
- Modified reservations will be subject to current supplier pricing at the time of the modification. Destify will communicate any rate changes to the guest prior to confirming the modification.
- Round trip airport transfers are not included in Destify rates. Guests do have the option to book transfers through Destify which are booked through a third party, which is not in direct affiliation with Destify. If there are any issues during travel, Destify is here to assist in solving those issues.

Benefits of Working with Destify:

- Services are Complimentary

- Our services are always 100% free. We get paid a small commission from the hotels directly even when offering the lowest price. We can even offer promotions, packages, and exclusive deals to help our customers/couples save money.
- Weddings are planned with the resorts, while Destify is the free service to help guests attending a wedding with their room reservations.
- This is different from other travel agencies in the market, we truly want to help our couples and guests have an unforgettable vacation and experience. .
- Our Technology/Tools
 - Group Leader Dashboard (available to couples)
 - Wedding planning tool to assist couples - features include: tracking RSVPs for wedding attendance, guest list tracking of booked guests, ability to build and edit the wedding website, making payments towards individual room reservation, modify individual reservation (upgrade, downgrade, add nights, remove nights, cancel), and contact Destify customer support
 - Destify Dashboard (available to all guests)
 - Room management tools to assist guests - features include: making payments towards individual room reservation, modify individual reservation (upgrade, downgrade, add nights, remove nights, cancel), and contact Destify customer support
 - Wedding Website
 - Shareable link to be used on invites and emails where people can start their reservation process with Destify.
 - Customizable to the couples liking, features include: wedding party, wedding itinerary, wedding registries, selectable fonts, selectable colors, selectable background images.
- Pricematching with Destify
 - At Destify, we pride ourselves on being able to offer our clients the lowest rates available. That's why, if you've found a lower room rate than that which we've offered you, we are happy to price-match.
 - Price matches are not guaranteed, but please understand that every effort will be made to honor your request to get you the best possible rate. We reserve the right to deny the request if it does not meet our Price Matching terms and conditions. Once a price match has been confirmed and validated, any additional changes or modifications will be subject to the current rates. Any requests sent after hours or on weekends may take up to 48 business hours to process.
 - Please note, we can only match room rates and transfer costs. We cannot match insurance or special promotional add ons such as offers for resort credits, honeymoon packages, etc.
 - You can price match within 24hrs after submitting your booking/deposit with Destify, as long as it is more than 20 days prior to your travel date.
 - If price matching after 24 hours, the initial deposit of \$150 per person will be lost and added as a fee to your new reservation.
 - **Any price match submitted after final payment date will not be permitted.
 - Only one price match per reservation will be approved.
 - Make sure the following criteria are met when you are considering price-matching your rate:
 - It is within 24 hours of making your original booking with Destify, and more than

- 20 days prior to your travel date.
 - The lower rate you've found includes the exact same elements (room category, number of travelers, resort, dates, airfare, etc.) as that which you booked.
 - Your reservation was not made as a part of a contracted group or room block.
 - The lower rate you've found is not exclusively for members of a specific organization, group, or loyalty/rewards program (examples: Expedia Rewards, Priceline VIP, timeshares, resort brand membership programs, AAA, Military discounts, senior discounts, etc). We also cannot match any "Deal of the Day" or similar rates offered by some websites.
 - The lower rate you found is not a non-refundable or semi-flexible rate (must be refundable or "flexible")
 - The lower rate you found is taken from a desktop site – not on a mobile device.
 - The lower rate you've found is from one of the following US based companies or websites:
 - The resort direct website
 - Expedia.com
 - Orbitz.com
 - Priceline.com
 - Hotels.com
 - Cheapcaribbean.com
 - Travelocity.com
- Team to support throughout the process
 - 24/7 customer support for all Destify guests
 - Guest services are always available to answer guest questions, provide guidance to our guests, solve any issues that may arise during the reservation process, and help with any other travel-related questions our guests may have.
 - Couples get a dedicated team to lead them to their wedding day and make sure they are getting timely responses from their wedding team and ensure they receive the best customer service. This team is called client success and each couple gets: group leader specialist, group leader liaison, and wedding website specialist.

Cancellations: Below are our room cancellation policies. These are policies that we follow when we receive a request from our guests to cancel their entire room.

- Deposits are always non-refundable. Guests sign and agree to our Terms and Conditions. The only time a refund is given for deposits is if the guest has purchased insurance at the time of booking. In these instances, the guest will be refunded for all costs minus the cost of insurance.
- Cancellations made 65 days before travel are refunded in full minus the deposit.
- Cancellations made less than 65 days before travel are non-refundable (unless they purchased insurance)
- Only the room manager is allowed to cancel a reservation.
- Cancellation Exceptions:
 - Guest exceptions will be handled on a case-by-case basis. (this is normally for guests who cancelled less than 65 days before travel.
 - Some exceptions that we will consider but not guarantee are.
 - Death of a guest in the room or a family member.

■ Military Orders

New Bookings: Our guests can book directly with Destify through the wedding couples website (unique URL for each wedding couple). This is provided to the guest through the wedding couple. All guests must pay a \$150 deposit per person at the time of booking. This deposit is non-refundable (unless insurance has been purchased). At the time of booking the guests must book a minimum of a 3 night stay and can purchase insurance and transfers at an extra cost. Full payment for the booking is due 65 days before departure. Guest can also reach out to us if they need assistance with booking their reservation or if there is an issue when they try and book their reservation.

Modifications: Guest can request to modify their reservation up to 14 days from travel (for transfers they can modify up to 7 days before travel). The modifications are subject to current pricing and availability which means that some modifications will result in higher costs for our guests. We always want to inform our guests that these modifications are subject to current pricing and availability when they request to make a modification. Any modifications requested by the guest between 65-15 days from travel require payment in full for the balance of the room within 24 hours and will not be guaranteed to guests. Only the room manager of the room can make modifications. Guests can request and self-modify on the guest portal at app.destify.com. Modification Exceptions will be reviewed on a case-by-case basis. Below are the types of modifications that we can assist with or guests can request via their guest dashboard:

- Changing Travel Dates
- Adding a Guest
- Cancelling a guest
- Room Category Change
- Date of Birth Change
- Name Change
- Bedding Requests

Guest Dashboard/Destify App: Guests have access to their reservation through their guest dashboard and can access their dashboard by visiting app.destify.com. They can manage their booking and can add transfers, modify their booking, make payments, and request cancellations through their dashboard. When guests face issues accessing or navigating they can reach out to guest services and receive support from our User Support team. We will help troubleshoot issues that include:

- Unable to make a payment
- Login issues
- Reservation not showing up in their dashboard
- Creating an account
- Password Reset issues
- Purchasing Transfers

Transfers: We offer transfers to our guests to and from the resort for an extra cost. We provide support to our guests pre-travel, during travel, and after travel when it comes to transfer-related issues and questions. We book transfers with third-party companies and they provide the actual transfer services to our guests. Guests can add transfers through their guest dashboard up to 14 days before travel. We request that guest provide us with their flight details between 45 and 14 days before travel. They can add this information through their guest dashboard or they can reach out to us for assistance here. If needed guests due to have up to 7 days prior to travel add in their flight details (but we would prefer them sooner). Transfers can only be booked round trip for our guests between the designated airport and the resort booked with Destify. We book both public and private transfers. Public transfers are shared transfers and may make multiple stops. Private transfers are only for the guests who booked the transfers and take the guests directly to their resort or the airport without making additional stops. We do offer exceptions to our transfer policies on a case-by-case basis.