

Intro: We are providing additional question and answer interactions with our guests. Please utilize this information to learn how to best and properly answer questions that come into us from our guests. The information is set up in a way that states the question in the form of Guest and the answer in the form of Destify. As always we want to answer in a professional and positive tone and limit the length of our answers to 1-3 paragraphs if possible. Just a reminder (more of an internal note) that Destify is a travel agency that assists our clients/guests with booking rooms for destination weddings. We are not the resort.

Interaction 1:

Guest: When is my final payment date due?

Destify: Thank you for reaching out. I will be happy to help you with this. The final payment date is due 65 days prior to your travel date.

Interaction 2:

Guest: What happens if I don't make my payment by the final payment due date?

Destify: Hi. Thank you for reaching out. If you are unable to make your payment by the final due date, your reservation is subject to cancellation and you will lose any funds already paid towards the booking. If you need additional time to make your final payment you can reach out to us prior to your final payment date to request a payment extension. We are happy to review this request and grant a one-time extension.

Please let me know if you would like to request a payment extension and I will be happy to help.

Interaction 3:

Guest: My name is Michelle. I booked a trip with my husband for July 11-16th. We booked the private transfer shuttle from the airport. Another guest who has also booked a trip for the same days will be flying in with us on July 11th. I would like to add him onto our private transfer shuttle if possible.

Destify: Hi. Thank you for reaching out to us!, I will be happy to assist you with your request.

To add this guest to your private transfers, please provide the following information:

- The name of the additional guest
- Confirmation they will be traveling on the same flights as you and your husband

Destify will then be able to update your private transfer reservation to include the extra person in your shared vehicle. There may be an added cost for the additional passenger.

Please let me know if you need any other assistance coordinating your airport transportation! We look forward to ensuring you have smooth, convenient transfers for your upcoming trip.

Interaction 4:

Guest: Sorry, one more question. I'll have my 4yr old son with me so is it possible to have a carseat in the shuttle?

Destify: Thank you for reaching out! We can book your transportation with a car seat, this is at a \$30 roundtrip total fee on top of your current transfer price. Please let us know if you want us to add this to your reservation and we will assist.

Interaction 5:

Guest: Can you tell me the difference between shared transfers and private transfers?

Destify: Hi. Thank you for reaching out. I will be happy to assist you. For shared transfers (also called shared shuttles or public transfers) the shuttle is multi-stop and may stop at other resorts along the way to pick up/drop off other passengers. Guest traveling together will be in the same shuttle but there may be other passengers as well. The shared transfers are charged per person, round trip.

For private transfers, the shuttle is only for the guests in your room/reservation. It provides immediate, direct transportation between the airport and the resort with no additional stops. All guests must be arriving and departing on the same flights to select this option.

The key differences are private transfers provide exclusive, direct service at a flat rate per vehicle, while shared transfers make multiple stops and charge per person. Let me know if you have any other questions!

Interaction 6:

Guest: The key differences are private transfers provide exclusive, direct service at a flat rate per vehicle, while shared transfers make multiple stops and charge per person. Let me know if you have any other questions!

Destify: I hope you are well! You can remove transfers from your package with Destify up to 14 days ahead of travel through your Dashboard to receive a refund. Please follow the steps below:

1. Login to your Destify account here. (<https://app.destify.com/>)
2. Select "My Trips"
3. Select "My Transfers"
4. Select "Cancel Transfer"
5. Confirm that you are canceling the transfer.

After this, you can add back transfers to your reservation if you choose by going back to the same section on your Dashboard. The deadline to add transfers to your reservation again is 14 days prior to your travel date. Reach out if you have any questions. (#transfers: cancel transfers)

Interaction 7:

Guest: Hello! How can I submit my flight details for my travel in two weeks? I logged in but don't see where transportation is.

Destify: Hi. Thank you for reaching out You can enter your flight details through your Destify Web App Dashboard to ensure you are provided with in-destination round-trip transportation between the airport and resort.

You can enter your flight information by doing the following:

1. Login to your Destify account here. (<https://app.destify.com/>)
2. Select "My Trips"
3. Select "My Transfers"
4. Enter your flight information only for your destination's airport. You do not need to give us your connecting flights or their times. Make sure you are giving the correct flight numbers for your arrival and departure before submission.
5. Press "Save."

Please let us know if you have more questions.

Interaction 8:

Guest: Hi! I didn't receive an email with my transfer information, can you send that to me or where can I find that?

Destify: Hi there,

I apologize for the confusion with your transfer details. According to our records, each guest needs to provide their individual flight information for us to arrange the airport shuttle service based on their specific arrival and departure times.

If you have already submitted your flight details through your Destify Dashboard, then you are all set on your end. The other guests in your room will need to log into their own accounts and enter their flight information as well. This allows the shuttle provider to coordinate pickups and drop-offs that align with each person's travel schedule.

Please remind your fellow travelers to add their flight details through their Dashboards as soon as possible, ideally at least 7 days before the trip. This will ensure their airport transfers can be arranged in time. Information about your in-destination transportation company including how to meet them at the airport will be available on the Dashboard and emailed to you four days before travel.

Let me know if you have any other questions! I'm happy to help further if needed.

Interaction 9:

Guest: What is the minimum night stay?

Destify: Hi, thank you for reaching out! The minimum night stay is 3 nights. Please let us know if you have any additional questions that we can help with!

Interaction 10:

Guest: I don't eat meat is there a different all inclusive package that accommodates this?

Destify: Hi, thank you for reaching out. There is no difference in cost for guests who do not eat meat. Most all-inclusive resorts offer a variety of dining options, including vegetarian and vegan choices. When you arrive, let the resort staff know about your dietary restrictions so they can guide you to appropriate menu items. Many buffets have labeled vegetarian options.

Please feel free to provide more details so we can best assist you with any additional questions you may have.

Interaction 11:

Guest: Hello, My daughter will be traveling with my mother to your resort. We are part of the Destify Group. Please send me the form my husband and I need to have notarized for her to travel

Destify: Thanks for reaching out, I'm happy to help!

We suggest having the notarized form to avoid any potential complications when traveling. You can always double-check the requirements for traveling with a minor at travel.state.gov

In case you need it please find the form attached. Please let us know if you have questions. Have a great day!

Interaction 12:

Guest: Good afternoon! Looking forward to our stay next week! I sleep with a fan at night and wonder if you have one available that I can use while staying with you.

Destify: Thank you for reaching out about a fan for your upcoming stay! We want to ensure you have a comfortable visit.

As you're so close to your travel date, we recommend reaching out to the hotel directly to request a fan for your room. Alternatively, you can let the front desk know at check-in, and they'll be delighted to accommodate your request.

If there is anything else we can assist with to make your stay more enjoyable, please don't hesitate to let us know.

Interaction 13:

Guest: I made a reservation for a wedding stay through Destify. I am a travel agent and was wondering if there is a way to add my IATA number?

Destify: Thank you for getting in touch regarding the inclusion of your IATA number with your reservation made via Destify. Currently, due to our status as a travel agency, we're unable to accommodate the addition of your IATA number to your booking.

We're grateful for your decision to use Destify for your wedding travel needs and are committed to ensuring a memorable experience. Should you have any further queries or require additional assistance, please don't hesitate to reach out to us.

Interaction 14:

Guest: I am wanting to book a room for my friends wedding at RIU Palace Costa Rica and I am deciding between the either one of the junior suites. I notice the description states options of either a king or 2 doubles. How can I ensure that I will receive a room with a king bed?

Destify: Hi. Thank you for reaching out. Room categories at RIU Palace Costa Rica are available in both a king bed or two double beds are assigned based on availability at check-in. To help ensure you receive your preferred king bed, we can submit a request for a King Bed once you create your reservation.

Please keep in mind bedding requests are not guaranteed as they are based on availability at the time of check-in. The resort always tries their best to accommodate our mutual clients.

Interaction 15:

Guest: We are going on a honeymoon. Would you please create a quote for flights and rooms at sandals Barbados resort? We need to depart 29 May and return 5 June from Chicago midway airport if possible. We don't need an expensive room.

Destify: Thank you for reaching out. At this time Destify is only able to assist with weddings for 20 or more people in Mexico and the Caribbean. From my understanding, your prospective group does not fulfill these conditions and therefore we are unable to assist you. If I am mistaken please let me know and I can pass your information along to our sales team.

Interaction 16:

Guest: Are payments room reservations refundable?
If so, are there any stipulations?

Destify: Hi, thank you for reaching out. Certainly! Here's a more guest-friendly and concise version of your message: Here's a quick overview of Destify's cancellation and refund policy:

- Your \$150 per person deposit is non-refundable and non-transferable, even if you cancel.
- If you cancel at least 65 days before your travel date, any payments beyond the deposit will be refunded.
- However, if you cancel within 65 days of your travel date, all payments are non-refundable and non-transferable unless you've purchased travel insurance through Destify/ALG.
- Once you cancel, you can see the update in your Guest Dashboard.
- Refunds usually take 7-10 business days to process.

You can find more details in our terms and conditions [here](<https://destify.com/terms-and-conditions/>). If you have any questions, feel free to ask!

Interaction 17:

Guest: Hi I would like to know when is the latest I may add another person to my room?

Destify: Hi, Thank you for reaching out. You may request to add someone to your room at any time up until 14 days prior to the travel date, with the only exception being if the resort sells out. We would then need approval to add your guest due to capacity restrictions.

We encourage you to add your guest as soon as possible. A deposit for the guest will be needed and the rates will be subject to the current rates the day we make the change based on the number of people in the room.

Interaction 18:

Guest: When will I receive my comps?

Destify: Comps for our couples will be processed several weeks after their travel dates. This delay is necessary as we await confirmation from the resort regarding the number of rooms that were occupied. A quick reminder: Only rooms booked through Destify and fully paid for by the final payment date will be considered for comps. Additionally, to be eligible for comps, you must have a minimum of 10 rooms booked before the final payment date.

Upon your return, we will send you an email to confirm the amount you've earned and the card to which you'd like the refund issued. Please note that Destify can only refund cards that were used for payments to us, and the refund amount cannot exceed the total paid on a single card. Refunds via checks, gift cards, or electronic payment services (such as Zelle or CashApp) are not permitted.

Interaction 19:

Guest: What is the difference between a legal and symbolic wedding ceremony?

Destify: I did edit this slightly. My suggestions are in bold:

A legal wedding ceremony is one that is legally recognized and binding. It requires the couple to obtain a marriage license beforehand and have the ceremony officiated by someone legally authorized to do so, like a judge, justice of the peace, or ordained minister. The officiant and witnesses sign the marriage license to make the marriage legally valid.

A symbolic wedding ceremony is not legally binding as it is more of a celebration of the couple's love and commitment to each other. No legal paperwork or authorized officiant is required. The couple can design the ceremony however they wish and have anyone officiate it. While very meaningful, a symbolic ceremony itself does not result in a legal marriage. The couple would need a separate legal ceremony if they want their marriage officially recognized **and 99% of our couples choose to do this. You would**

simply email a copy of your marriage certificate to your on-site wedding coordinator in advance of your wedding date at the resort.

Many destination wedding couples choose to have a legal ceremony at home before traveling and then have a symbolic ceremony at the resort. But it is possible to have a legal ceremony in most destinations as well by meeting the legal requirements of the country, so please inquire with your coordinator for specifics. Please let me know if you have any other questions!

Interaction 20: This question is from a Group Leader

Guest: Why did the rates on my website go up?

Destify: Hi, thank you for reaching out. I apologize for any confusion with the pricing on your website. Rates are subject to change and can fluctuate over time based on availability at the resort as you do not have a room block. The pricing shown when you originally viewed rates may have been a limited time offer or promotion that has since expired.

We always strive to provide the most competitive rates, but cannot honor past prices that are no longer available. The current rates shown on your website reflect the best available pricing for your selected dates and room category at this time.

If you have any flexibility with your travel dates, I would be happy to look into alternate options that may offer lower rates. Please let me know if you would like me to provide a revised quote for different dates. We greatly appreciate your understanding and look forward to assisting you. Please let me know if there is anything else I can help with!

Interaction 21:

Guest: How much are day passes?

Destify: Hi, thank you for reaching out. To confirm the day pass fees and understand if there are any charges for guests who do not book through Destify, I recommend reaching out directly to your on-site wedding coordinator. They can provide you with accurate and up-to-date information on this matter.

Interaction 22: This question is from a group leader.

Guest: A few of our guests were booked outside of the reservation but still at the resort because they found cheaper options. Is it possible for price matching still?

Destify: Thank you for reaching out. Unfortunately, we are unable to price match reservations that were booked outside of Destify. Our price match policy only applies if you submit the price match request to us within 24 hours of booking your reservation through Destify.

If there is anything else we can assist with related to the wedding group travel, please let us know. We're happy to help however we can to make the destination wedding experience smooth for everyone.

Interaction 23: This question is from a group leader.

Guest: Unfortunately, we had some guests book their stay at Dreams Jade for our wedding through Costco instead of our website. Will that count toward our 3 night per guest?

Destify: Hi, thank you for reaching out. Please note that bookings made outside of Destify cannot be tracked via your Dashboard for security and liability reasons, and they will not count toward comps.

However, I would recommend to notify the resort's wedding department regarding any bookings made outside of Destify as they will be able to add them to your guest list for attendance. They can also advise as to any possible additional fees for bookings made outside of your primary booking source (in this case, Destify).

Please let us know if you have any further questions or if there is anything else we can assist with.