



FREQUENTLY ASKED QUESTIONS

Q: WHAT ARE THE TRAVEL DATES FOR THE TRIP?

A: The Spa Incentive Trip will be held June 3-6, 2022 (Bronze earners) and June 3-7 (Silver and Gold earners), at the Jewel Grande in Montego Bay, Jamaica.

Q: WHO CAN PARTICIPATE IN THE SPA INCENTIVE TRIP 2022?

A: Qualification is open to all Lemongrass Spa Consultants.

Q: WHAT IS THE QUALIFICATION PERIOD?

A: The qualification period is September 1, 2021 at 12 am PST - February 28, 2022 at 11:59 pm PST.

Q: HOW DO I QUALIFY FOR THE SPA INCENTIVE TRIP 2022?

A: Consultants can qualify by meeting the requirements listed in the chart below.

TIER	QUALIFICATION (SEPTEMBER 1- FEBRUARY 28, 2022)	REWARD
Bronze	\$15,000 PV + 3 New Consultants with \$3,500 GV	3 nights, 4 days Ground transportation to and from airport Tote bag + charm \$150 towards spa service of your choice Airfare not included
Silver	\$18,000 PV + 5 New Consultants with \$5,000 GV	4 nights, 5 days for 2 Round trip airfare (guest not included) Ground transportation to and from airport for 2 Tote bag + charm \$150 towards spa service of your choice \$100 trip cash
Gold	\$20,000 PV + 8 New Consultants with \$8,000 GV	4 nights, 5 days for 2 Round trip airfare for Consultant + guest Ground transportation to and from airport for 2 Tote bag + charm \$150 towards spa service of your choice \$100 trip cash

NOTE:

- The new Consultants must enroll between August 1, 2021 at 12 am PST and February 28, 2022 at 11:59 pm PST and submit \$25 PV each month to count as an ‘active’ recruit or \$25 PV every other month per the grace period policy.
- New Consultants who enroll in February must have \$50 PV by February 28, 2022 at 11:59pm Pacific Time in order to count towards the New Consultant requirement.
- **BONUS:** Your newly enrolled Consultants and their PV during August 2021 count towards the qualification requirements!
 - Bronze qualifiers must enroll 3 new Consultants or more with a combined \$3,500 GV or more.
 - Silver qualifiers must enroll 5 new Consultants or more with a combined \$5,000 GV or more.
 - Gold qualifiers must enroll 8 new Consultants or more with a combined \$8,000 GV or more.

Q: WHAT IS PERSONAL VOLUME (PV)?

A: Personal Volume consists of a Consultant’s personal product orders and any customer’s product orders

Q: WHAT IS GROUP VOLUME (GV)?

A: Group Volume is the combined PV generated by your personally enrolled Consultants.

Q: HOW DO I EARN THE BONUS REWARDS?

A: The Bonus Rewards are awarded to the top Consultant in recruiting, top Consultant in personal sales and the “½ Way There” earners.



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Q: WHAT ARE THE REQUIREMENTS TO EARN THE TOP CONSULTANT IN PERSONAL SALES REWARD?

A: The qualified Consultant who has the highest personal sales will receive the Bonus Reward. In the event of a tie, the highest Group Volume will determine the winner.

Q: WHAT ARE THE REQUIREMENTS TO EARN THE TOP CONSULTANT IN RECRUITING REWARD?

A: The qualified Consultant who has the most newly enrolled active Consultants during the qualification period will receive the Bonus Reward. The newly enrolled Consultant must remain active throughout the qualification period. In the event of a tie, the highest Group Volume will determine the winner.

Q: WHAT IS THE REWARD FOR THE TOP CONSULTANT IN RECRUITING AND THE TOP CONSULTANT IN PERSONAL SALES?

A: The Consultants with the most newly enrolled Consultants and highest PV during the incentive trip qualification period will receive an upgrade to an oceanfront one bedroom suite! In the event of a tie, the highest Group Volume will determine the winner.

Q: CAN I BRING A SPOUSE OR GUEST?

A: Silver or Gold earners can bring a spouse/guest. Silver qualifiers will need to pay for their spouse/guest's airfare. Airfare for Gold qualifier's spouse/guest is covered by Lemongrass Spa. Bronze qualifiers can bring a guest at their expense. Costs the guest would be responsible for are airfare, ground transportation and lodging. If a Bronze earner does not bring a guest, they may be paired to share a room with another Bronze single-occupancy, if necessary. Those details will be communicated and arranged in advance of the trip.

Q: IF I QUALIFY, DO I NEED TO HAVE A COVID-19 TEST TO GO ON THIS TRIP?

A: Yes, Jamaica requires that you have a Covid-19 test to enter the country and re-entry back into the U.S. at the Consultant's expense. Each country's requirements may change before the trip.

Q: WHAT ARE THE TAX IMPLICATIONS OF PARTICIPATION IN TRIPS OR PRIZES I RECEIVE FROM LEMONGRASS SPA?

A: Consultant accepts sole responsibility and agrees to pay all federal, state, provincial, and local taxes on the value of trips, prizes or awards you accept from Lemongrass Spa as required by the law, and further agree to indemnify Lemongrass Spa from any failure to pay such tax amounts when due.

Q: WHAT IS THE "½ WAY THERE" PRIZE?

A: All Consultants who qualify for the "½ Way There" prize will receive two Lemongrass Spa logo beach towels.

Q: HOW DO I QUALIFY FOR THE "½ WAY THERE" PRIZE?

A: All Consultants who have \$7,500 PV + 3 newly enrolled Consultants or more with \$2,000 GV.

Q: WHAT IS THE QUALIFICATION PERIOD TO EARN THE "½ WAY THERE" PRIZE?

A: The qualification period is September 1 - November 30, 2021 at 11:59 pm PT.

Q: WHEN WILL THE "½ WAY THERE" PRIZE BE SENT?

A: Consultants who earn the Lemongrass Spa logo beach towels will receive them in December.

Q: DO I NEED TO HAVE A PASSPORT TO ATTEND THIS TRIP?

A: Yes, you will need to have a current passport. If you bring a guest, your guest will also need to have a current passport.

Q: IF I EARN THE TRIP, BUT CAN'T GO, CAN I RECEIVE A SUBSTITUTE REWARD OR ALLOW SOMEONE ELSE TO GO IN MY PLACE?

A: No. Only qualifying Consultants can participate in this trip. If a Consultant earns the trip but is unable to go, Lemongrass Spa will issue a commission deposit of \$500 on May 10, 2022.

Q: WHAT IS NOT INCLUDED IN THE TRIP?

A: These are not included:

- Guest attendance for Bronze qualifiers
- Incidental travel expenses
- Childcare/Sitters
- Trip insurance
- Meals not expressly noted as part of the all-inclusive package offered by the resort
- Meals and incidentals expenses while in transit
- Baggage fees, change fees, premium or assigned seating costs
- Costs associated with travel delays, missed connections, canceled flights, early departures, negligence, and/or personal circumstances
- Costs associated with obtaining passports
- Costs associated with required Covid-19 testing (both inbound to Jamaica and outbound to the United States)