



# ASHTAE TRAVEL

Travel With Ashtae

Frequently Asked Questions





*Travel with Ashtae This Year!*

## You have Questions. We have Answers!

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You've heard about this trip either through email, an Ashtae Rep, your hairstylist, a friend, or maybe a family member. You've heard how awesome our Getaways are and now you're wondering if you should go. We're here to tell you - YES! You should come. We don't need to convince you that you deserve this trip, you already know that. All we can do is answer the questions you might have about traveling with us. So here we go.

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## FREQUENTLY ASKED QUESTIONS

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### **1. What does it include?**

Our 2023 trip to South of France will include international and domestic flights, airport transfers, five-night hotel stay at a five-star hotel or resort, all meals (breakfast, lunch, and dinner), a welcome reception, all group outings, local transportation to outings, farewell gala, and photos/videos

### **2. What's not included?**

Shopping money, parking at your local airport, baggage fees, trip insurance, medical insurance

### **3. Where will my flight depart from?**

Flights depart from your local/nearby international airport to central airport (such as New York, Atlanta, or Newark). If you live in a small town, the closest airport may be 1-2 hours from you. We try to keep layovers and connections to an absolute minimum. You can select your top two airport choices on the [registration form](#) but it is not always guaranteed.

### **4. What does double-occupancy mean?**

All rooms are assigned to two people. If you are traveling with someone, you can be roomed with them. If you are traveling solo, we pair you with someone of similar age/personality/travel experience. We've never had roommate issues for 25 years now so the system works! If you want a private room, that is an option as well.

### **5. What if I want a single-occupancy room?**

No problem. The total cost for single-occupancy is \$8,495.

### **6. My spouse/partner wants to go with me? What's the cost for him/her?**

The cost of the trip is \$6,495 per adult.

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**7. I want to bring my child who is under the age of 12. What is the cost for him/her?**

Please contact us directly regarding children. Call 336-272-1115 or schedule a call with us here.

**8. How many people will be on this trip?**

Most of the Ashtae Getaways have between 90 to 130 travelers per trip.

**9. I have special dietary needs. Can I be accommodated during the trip?**

Absolutely! Whether you're vegetarian, pescatarian, have food allergies or diabetes, we can accommodate your dietary needs during the trip. Just be sure to list this information on the registration form.

**10. Do I need a passport to travel? Visas?**

Yes, you will need a valid passport to travel. Passport must be valid until *September 2023* and have at least two (2) blank pages for entry stamps. Visas are not required.

**11. My passport is expiring before that date, can I still register?**

Absolutely. You can still register online. Just be sure to update your passport by December 31, 2022

**12. What is the payment plan?**

The payment plan starts at \$105 per week. You can pay weekly, bi-weekly, or monthly. The trip balance must be paid in full 30 days prior to departure. Those not on the payment plan listed below, must make payments on the required payment schedule (next page) and be paid in full 90 days prior to departure.

See the table below for the payment plan options

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Sign up by or before this date	Weekly Payment	Bi-Weekly Payment	Monthly Payment
February 28, 2022	\$250 Down then \$105/week	\$250 Down then \$210 Bi-Weekly	\$250 Down then \$420 Monthly
March 31, 2022	\$250 Down then \$112/week	\$250 Down then \$224 Bi-Weekly	\$250 Down then \$448 Monthly
April 30, 2022	\$250 Down then \$121/week	\$250 Down then \$242 Bi-Weekly	\$250 Down then \$484 Monthly
May 31, 2022	\$250 Down then \$144/week	\$250 Down then \$288 Bi-Weekly	\$250 Down then \$576 Monthly

I understand if I do not sign up for a payment plan, I must keep up with the following payment schedule by making payments on or before the dates listed below. The trip must be paid in full at least 90 days prior to departure.

Downpayment	Immediately	\$1,500
Payment #2	April 1, 2022	\$1,000
Payment #3	July 1, 2022	\$1,000
Payment #4	October 1, 2022	\$1,000
Payment #5	January 1, 2023	\$1,000
Payment #6	April 15, 2023	Balance

### **13. Can I change my payment plan or make additional payments?**

You can update your payment plan by emailing us at [trips@ashtae.com](mailto:trips@ashtae.com). After registering, you will receive an online invoice through which you can make additional payments throughout the year and keep track of your balance. This same invoice can be used as receipt of payment

### **14. How do I sign up?**

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You can register online using the [registration link here](#). You can also register by mail by downloading the registration form and mailing it to the Ashtae Headquarters at 1325 S Eugene St, Greensboro, NC 27406.

### **15. What if I need to cancel?**

For South of France 2023, our policy is as follows: No refunds on trip cancellations. All deposits and payments made are non-refundable.

Airline tickets can only be used by the party listed on the ticket and are not exchangeable. Prices may vary on international airport departure cities and may incur a separate change fee or airport charge. All rooms are based on Double occupancy. All changes, cancellations, adjustments to packages or payment plans MUST be in writing to [trips@ashtae.com](mailto:trips@ashtae.com) or via mail. No verbal changes allowed.

View the full trip terms and conditions on the following page

## **Ashtae Life Terms and Conditions**

**Passport and Visas:** Passports must be valid for a full three months after the date of departure. All passports must have at least two blank pages. Visas are not required for stays up to 90 days.

**Medical Requirements:** Routine vaccinations are recommended by the CDC. All passengers *may* be required to get COVID tested prior to travel. Vaccination requirements are determined by each country and are subject to change by local authorities.

### **Cancellation Policy**

You have 24 hours from the date of registration to cancel your trip for a full refund. After 24 hours, all deposits and payments made are non-refundable. Ashtae strongly recommends all travelers purchase a travel insurance policy that includes a 'cancel for any reason' option to cover your expenses should you need to cancel the trip for any reason. Any cancellation must be sent in writing to [trips@ashtae.com](mailto:trips@ashtae.com) or via certified mail to 1325 S Eugene St. Greensboro, NC 27406. Verbal cancellations are not accepted. Travelers should contact their trip insurance providers regarding reimbursement for cancellations on this non-refundable trip.

The trip can be transferred to another passenger on or before December 1, 2022. After this date, trips cannot be transferred. All flights are non-transferrable and are subject to airline rules and regulations.

### **Payment Plans and Missed Payments**

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Ashtae Products, Inc offers several payment options to pay for trips. Travelers can pay via credit card, check by phone, or ACH bank draft on a weekly, bi-weekly, or monthly payment plan. Check by mail will only be accepted using the required payment schedule. Failure to miss a payment will result in the cancellation of your attendance. There is a \$25 NSF fee added to all returned checks.

If your card declines, the payment will be re-attempted up to three times. If you fail to update your card information and it declines on the third time, your attendance will automatically be canceled. Any payments made are non-refundable. You can reinstate your attendance on the trip by contacting us, paying the past-due balance, and updating your card/bank information.

Travelers on the payment plan must be paid in full by February 15, 2021 (30 days prior to the trip). Travelers on a manual schedule or check-by-mail must be paid in full by December 15, 2020 (90 days prior to the trip). Travelers can pay the balance in full at any time by contacting us directly.

### **Rooming Arrangements**

Traveling solo is not a problem. Although all rooms are double-occupancy, we've been pairing roommates for over 25 years. Travelers can request a specific roommate (*pg 1*) or we will pair you with someone based on age, gender, personality, travel experience, etc. A private room can be requested (*2*).

### **Photo/Video Release**

A professional photographer will be available during the trip. All photography and videography Attendance on this trip gives Ashtae Products, Inc. the right to use all photos and videos taken.

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**Travel makes one modest. You see what a tiny place you occupy in the world.**

**-Gustav Flaubert**

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