

nueva travel

Your Nueva Loyalty Reward

Your certificates, your choice

Good news: your Nueva loyalty reward gives you a choice of getaways. To fulfill it, we partner with trusted travel providers, and you will receive a set of certificates: a Cruise Certificate and two Resort Certificates. The cruise is a 5 day / 4 night sailing, and each resort certificate is a full 7-night stay.

All qualified members receive all three certificates. You can activate just the one that fits your plans best, or activate any or all of them, including the cruise and both resort certificates, if you would like more than one trip. You simply cover the activation fee for each certificate you activate. Your certificates and booking sites will show our trusted travel partners' names, which is completely normal, so you always know who is helping fulfill your trip.

Your cruise certificate

The cruise is a 5 day / 4 night sailing for 2 adults (age 21 and over) aboard Carnival, Royal Caribbean, Norwegian, or Princess. You choose from set routes, subject to availability: Miami to Cozumel, Port Canaveral to Nassau, or Los Angeles to Ensenada, Mexico.

Your cruise includes unlimited buffet dining for breakfast, lunch, and dinner, Vegas-style entertainment, and use of the onboard facilities, in an entry-level interior cabin. Specialty dining, gratuities, onboard purchases, and government taxes and port charges are separate.

How you book your cruise

Your cruise is booked over the phone with a dedicated vacation specialist, and that is on purpose. Instead of leaving you to sort through cabins, dates, and routes on your own, a real person plans the trip with you, answers your questions, and makes sure every detail is set up the way you want it, more like a personal concierge than a checkout. To start, log in at rewardsandincentives.com with your certificate number and email, and your specialist takes it from there.

- Activation fee: \$49.95 USD. A booking fee of \$258.96 USD per person (\$517.92 USD per couple) is paid to the travel partner when you book; taxes and port charges are separate.
- Departures are weekdays (Monday to Thursday); please book at least 30 days ahead.
- Activate within 30 days, then you have up to 24 months to take your cruise.

Your two resort certificates

Both resort certificates are a 7-night stay in a resort or condo, fulfilled by our trusted travel partners. They differ mainly in how long you have to travel and what you pay. Each follows its own terms, so it is worth a quick look at both.

	24-month Resort Certificate	12-month Resort Certificate
Style of stay	Resort or condo	Resort or condo (studio to start, larger units available at booking)
Who can travel	Up to 4 travelers (2 adults plus up to 2 guests)	2 adults to start; more may be possible at the property's discretion
Time to use after activating	Up to 24 months	Up to 12 months
Activation fee	\$24.95 USD	\$19.95 USD
Reservation fee	\$280 to \$398 USD per week	\$329 USD for a studio (1 bedroom from \$399 USD, 2 bedroom \$429 USD)
Where you book	rewardsandincentives.com	dreamvacationweek.com
Choice of locations	3,500 resorts and condos worldwide	Thousands of worldwide locations

How to choose

- Want a getaway at sea for two? Activate your cruise certificate, and a vacation specialist will help you plan it.
- Want the most time to plan, or traveling with up to four? Your 24-month Resort Certificate gives you a resort or condo and up to 24 months to travel.
- Ready to travel within the year? Your 12-month Resort Certificate also gives you a resort or condo, with a 12-month window and larger-unit options at booking.

Want more than one trip? You are welcome to activate more than one certificate, up to all three. Each has its own activation fee and its own terms, so just review each before you decide.

How to activate, step by step

1. Decide which certificate you want to activate. You can activate just one, or more than one.
2. Activate within 30 days and pay each certificate's activation fee.
3. After activating, you have that certificate's travel window: up to 24 months for the cruise and the 24-month Resort Certificate, or up to 12 months for the 12-month Resort Certificate.
4. Book your trip: the cruise by phone with your specialist, the resort certificates online. Pay the booking or reservation fee at that time.
5. Wait for your written confirmation email before booking flights, hotels, or time off.

Your confirmation email is your green light. It lists your trip details, and only once you have it should you arrange flights, nearby accommodations, and time off.

What it costs

There are two separate payments per certificate, and we want to be clear about both:

- An activation fee, paid up front to turn that certificate on.
- A booking or reservation fee, paid when you book your actual trip.

These are travel fees, not taxes. The activation fee is the smaller amount you pay up front; the booking or reservation fee is the larger payment, made to the provider when you reserve, and the exact amounts for each certificate are shown above. Any government taxes, port charges, resort fees, or other charges are separate and are the traveler's responsibility. Fees are non-refundable once paid. If you activate more than one certificate, each has its own activation fee. All fees are shown in US dollars (USD).

Good to know

- Your Cruise Certificate and your 24-month Resort Certificate each allow one household redemption every 24 months, so you can take one cruise and one resort stay in the same period. Your 12-month Resort Certificate is separate and follows its own terms.
- All trips are subject to availability. Popular dates and destinations can fill up, so booking early helps.
- Travelers must be able to read and understand English.
- Once activated, a certificate is tied to you and cannot be transferred.
- A certificate has no cash value and cannot be exchanged for cash.
- Each provider sets its own full terms and conditions, which you can read on the certificate and at its booking website. Because the certificates differ, please review the terms for whichever one you activate.

Questions members often ask

Why am I getting more than one certificate?

Your reward includes a cruise and two resort certificates. The two resort certificates come from different travel partners and differ mainly in how long you have to travel and what you pay, so having both lets you choose the trip that fits you best, or take more than one.

When will I receive my certificates?

Your certificates are sent within 30 days of your membership anniversary. That deadline is separate from activation: once you receive a certificate, you then have 30 days to activate it, and after you activate, you have the full travel window for that certificate.

Who fulfills my trips?

We work with trusted travel partners to fulfill your cruise and resort stays. Your certificates and the booking sites will show these partners' names, which is completely normal. Each trip is provided under that partner's own terms.

How do I book my cruise, and why by phone?

Your cruise is booked over the phone with a dedicated vacation specialist, on purpose. Instead of sorting through cabins, dates, and routes on your own, a real person plans the trip

with you, answers your questions, and makes sure every detail is right, more like a personal concierge than a checkout. Log in at rewardsandincentives.com with your certificate number and email to start, and your specialist takes it from there.

What is included on the cruise?

Unlimited buffet dining, Vegas-style entertainment, and use of the onboard facilities, in an entry-level interior cabin. Specialty dining, gratuities, onboard purchases, taxes, and port charges are separate.

Can I activate more than one certificate?

Yes. You are welcome to activate more than one. You would cover the activation fee for each, and we encourage you to review each certificate's terms, since they differ. Your Cruise Certificate and your two Resort Certificates are each separate, so using one does not use up the others.

Do I have to use them all?

Not at all. You can activate just the one you prefer. Taking more than one trip is simply an option.

The certificates list different retail values. Why?

Each certificate comes from a different provider, and each lists its own estimated retail value. Those are only estimates, not cash values, and not a guaranteed savings figure. The clearest measure is what you actually pay: a small activation fee plus the booking or reservation fee, for your trip.

Which resort certificate is the better deal?

Neither is "better," they are different. The main differences are how long you have to travel, 24 months versus 12 months, and the fees. Both book resorts and condos worldwide. Choose by how soon you want to travel and what fits your budget, or take both.

Can I preview destinations and resorts before I book?

For your 24-month Resort Certificate, you can browse available properties online before you book. Your 12-month Resort Certificate cannot be previewed directly. If you would like to check current options, reach out to us at support@nueva.com and we will help.

Did my reward get smaller?

No. You actually have more flexibility now: a cruise option and two resort certificates, and you can activate one or more.

Is there a limit on how often I can redeem?

Your Cruise Certificate and your 24-month Resort Certificate each allow one household redemption every 24 months, so you can take one cruise and one resort stay in the same period. Your 12-month Resort Certificate is separate and follows its own terms.

How long do I have?

Activate within 30 days. After activating, you have up to 24 months for the cruise and the 24-month Resort Certificate, or up to 12 months for the 12-month Resort Certificate.

Are the fees taxes?

No. The activation fee and the booking or reservation fee are travel fees, not taxes. Taxes, port charges, and resort charges are separate.

What if I cancel my Nueva membership?

Once you have activated a certificate, it stays valid even if you later cancel your travel membership, so you can still take your trip.

Can I get a refund on the fees?

Fees are non-refundable once paid. If you have a specific situation, please reach out to us at support@nueva.com.

I have not received my confirmation. What should I do?

Please wait for your written confirmation email before making any travel arrangements. If you need help, contact us at support@nueva.com and we will check on it for you.

Who do I contact for help?

Our Nueva support team is here for any questions about your certificates, activation, or booking. Reach us anytime at support@nueva.com.

We are glad to give you this choice, and we want your trip, or trips, to be easy to plan and easy to enjoy. If anything here is unclear, reach out to us at support@nueva.com, and we will walk you through it.