

nueva travel

Nueva Travel Loyalty Rewards Redemption and Activation Guide

How to activate and redeem your certificates

This guide walks you through activating and booking each of your Nueva loyalty certificates, step by step. Each certificate follows the same simple pattern: activate it, then book your trip. Before you start, have your certificate number and the email address on your account handy.

CMI certificates: your cruise and your resort

Both CMI certificates activate the same way. Then you book your cruise by phone, or your resort online.

Activate

1. Open your redemption email from travel@nueva.com and click **"Redeem Now."**
2. On the redemption website, click **"Go."**
3. Click **"Activate Offer Now!"** and pay the activation fee, **within 30 days** of receiving your certificate.
4. Once activated, your certificate is valid for **up to 24 months** to book and travel.

Book your cruise (by phone)

1. Log in at rewardsandincentives.com with your **certificate number and email address**.
2. Download the **reservation registration form (PDF)** to get your redemption code.
3. Follow the two-step process and **pay the amount shown**.
4. A **dedicated vacation specialist** plans and books your cruise with you **by phone**.
5. Watch for your **confirmation email** once everything is set.

Book your resort (online)

1. Log in at rewardsandincentives.com with your **certificate number and email address**.
2. Click **"View The Properties,"** then browse or search destinations.
3. For more options, check **"Upgraded Inventory"** (additional fees, optional).
4. Select a property, click **"Book Now,"** and review the **Summary of Charges**.
5. Complete your details and **pay the weekly reservation fee**.
6. Watch for your **confirmation email** once your booking goes through.

TripValet certificate: your resort studio

Your TripValet certificate is fulfilled through the Dream Vacation Week program, so your emails and booking site will carry the TripValet and Dream Vacation Week names.

1. Find the email from travel@nueva.com with the subject **"🌴 A Special Getaway Is Waiting for You."** Open the attached certificate (PDF) and click the redemption link at the bottom: redeem.tripvalet.com.

2. Copy the **referral code and certificate code** from the PDF into the redemption form, then click **Submit**.
3. Open the confirmation email from TripValet (support@tripvalet.com) and click **"Activate my certificate."**
4. Pay the activation fee of **\$19.95 USD** by card.
5. Open the email from Dream Vacation Week to get your **certificate number and security code**, then click **"Proceed to Book"** and enter them.
6. **Create your login** at dreamvacationweek.com, then browse resorts, condos, and hotels and **book your trip**.

Before you book: Wait for your written confirmation email before arranging flights, accommodations, or time off. All travel is subject to availability, so booking early helps. Fees are non-refundable once paid, and all fees are shown in US dollars (USD).

Need a hand at any step? Reach us anytime at support@nueva.com, and a real person will be happy to help.