



## RIMAN NORTH AMERICA POLICY DOCUMENT

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RIMAN North America knows that our Beauty Planners who work hard deserve to play hard too! The RIMAN Retreats program offers the entire RIMAN family, regardless of rank, the opportunity to earn unforgettable trips to bucket-list destinations. With multiple reward tiers that can be earned during the promotional period, everyone has a chance to earn the trip of their dreams and experience how #RIMANTravelsDifferently.

### FINAL QUALIFICATION

Final qualifiers will be notified after the return period is complete, which can be up to 60 days from the last qualifying order.

### TRIP ATTENDANCE

All trip earners must attend the RIMAN Retreats trip on the date and location announced by RIMAN North America by the end of the promotional period. Earned trips cannot be rolled into future trips or transferred to other Beauty Planners.

### COMMUNICATION

All communications from RIMAN North America regarding RIMAN Retreats regarding things such as the RSVP process, requirements, deadlines, trip information, and more, will come from RIMAN North America via emails from [hello@RIMAN.com](mailto:hello@RIMAN.com). Be sure to “whitelist” this email address so the communications do not go to your Spam or Junk folders, and keep an eye out on your email so you don’t miss important information.

### RSVP REQUIREMENTS

In order to guarantee the best trip experience from beginning to end, all trip earners are required to complete an RSVP process by a certain deadline for both themselves and any guest(s) they plan to bring (in the case that their earned level of promotion includes one or more guests). This process will be communicated prior to the end of the promotional period for the trip and will include, but is not limited to, submission of things like passport information, arrival and departure flight information, dietary restrictions, and more. Completing the RSVP process and requirements may include, but is not limited to, a combination of email, phone and online survey engagement. Trip earners who do not complete the requested RSVP process and requirements by the established deadline are not guaranteed to be accommodated and may risk forfeiting their earnings altogether.

Should you RSVP for yourself and any number of guests and need to change any details of your RSVP after doing so, you may be able to do so up until a certain date to be announced by RIMAN North America before the end of the promotional period.

Any trip earners who **do not** complete the RSVP process and requirements, and show up to the trip anyway, are not guaranteed to be accommodated in any way.

### AIR TRAVEL

All trip earners will be responsible for making their own flight arrangements. Any trip earners who earn a level of promotion that includes airfare reimbursement will be responsible for submitting their flight purchase receipts for review to [CS@RIMAN.com](mailto:CS@RIMAN.com) within 30 days of the last day of their earned trip. Once approved, trip earners will receive *up to* the amount earned, which is not necessarily the full total amount earned, as a deposit to their RIMAN e-Wallet within 60 days of the last day of their earned trip.

For example, if a Beauty Planner earns a level of the promotion that includes \$1000 USD in airfare reimbursement, but their flight(s) only cost \$750 USD, they will receive \$750 USD, not the full \$1000 USD. The inverse is also true; if a Beauty Planner earns a level of the promotion that includes \$1000 in airfare reimbursement, but their flight(s) cost \$1250 USD, they will only receive \$1000 USD in reimbursement.

In addition to following the process above, trip earners must also abide by the following requirements:

- 1) The receipt must include the flight itinerary, and that itinerary must show arrival and departure airports and dates appropriate for the destination and duration of the earned trip.
- 2) Trip Earners must physically attend the trip in order to be eligible to collect their airfare reimbursement. This includes officially checking in with RIMAN Staff on arrival day.

## **HOTEL ARRANGEMENTS**

All trip earner accommodations will be standard, “run-of-house” guest rooms, unless otherwise noted. Trip earners who earn a trip for one will be placed in a double occupancy room with another earner of a trip for one. This room will have two separate beds. Trip earners at this level will be given an opportunity to choose who they would like to be paired with if both trip earners agree and submit this request during the RSVP process by the RSVP deadline. Any trip earners who earn this level of promotion and do not request to be paired with a specific earner at the same level will be randomly paired with an earner of a trip for one of the same gender.

Trip earners who earn a trip for two will be placed in a double occupancy room with two separate beds. Please review the guest policy below for further details on who may attend as a guest. Every attempt will be made to satisfy requests for certain bed-types, however, it is not guaranteed that every request will be granted, as this is based on availability of the trip venue.

## **AIRPORT TRANSPORTATION**

In most cases, RIMAN will provide group ground transportation on RIMAN Retreats trips to trip earners and their guest(s) between the airport closest to the destination and trip venue on the advertised arrival and departure dates. For any RIMAN Retreats trips where ground transportation is provided, any trip earner and trip earner guest(s) arrivals or departures outside of those dates will be the responsibility of the earner, not to be reimbursed by RIMAN North America.

For any RIMAN Retreats trips where ground transportation is provided, trip earners are responsible for providing the complete details of their arrival and departure flights, and that of their guest(s) by the communicated deadline. Any trip earners who submit this information after that date may not be accommodated and may be responsible for their own ground transportation, not to be reimbursed by RIMAN North America.

There may be RIMAN Retreats trips where ground transportation will not be provided. In this case, all ground transportation will be the responsibility of the trip earners, not to be reimbursed by RIMAN North America.

Please refer to the final trip itinerary for details on whether or not airport ground transportation will be provided.

## **GENERAL TRANSPORTATION**

RIMAN North America will provide group ground transportation to and from any activities in the itinerary that take place outside the official trip venue at certain times. Trip earners may be assigned to specific pick-up and drop-off times. Trip earners who miss their scheduled transfers will be responsible for making their own transportation arrangements to said activities.

## **MEALS**

It is always our goal to provide as many meals as possible on every RIMAN Retreats trip. However, there may be instances where some meals are “on own”, and will be the responsibility of the trip earner, not to be reimbursed by RIMAN North America. Please refer to the final trip itinerary for any earned trip prior to departing to ensure you bring ample cash for any meals that are “on own”.

## **EXCURSIONS, SPECIAL EVENTS & ACTIVITIES**

RIMAN North America wants to provide a top-notch experience on every RIMAN Retreats trip, including

explorations of local culture, landmarks, and cuisine. As such, we will curate an itinerary complete with activities that showcase everything the destination has to offer. We hope that all trip earners will attend every itinerary item, but we will be sure to include some free time so you can experience the destination differently in your own way.

## **GUEST POLICY**

Trip earners who earn a RIMAN Retreats trip for two are eligible to bring a guest to enjoy the experience with them. This guest must be an adult spouse, life partner, or business partner listed on the trip earner's account. Trip earners are not permitted to bring other RIMAN Distributors or family members outside of their spouse or life partner.

## **INCIDENTAL CHARGES**

Hotels will require you to provide a credit card at the time of check-in to cover a deposit for any incidental charges you may incur during your stay there. RIMAN North America will not be responsible for covering any incidental or damages charges from the trip hotel or other venues. If RIMAN North America incurs any charges of this nature, trip earners will be charged for the total amount through their RIMAN e-Wallet.

## **CASH-IN-LIEU OF ATTENDANCE**

RIMAN Retreats have no cash value. Trip earners who elect not to attend the trip effectively forfeit their earnings and will not receive any additional compensation.

## **TRIP VALUE TAX REPORTING**

RIMAN North America has a legal obligation to report the total value of any earned RIMAN Retreats trip, including, but not limited to, the cost of hotel nights, transportation, food & beverage, swag, and excursions or activities as compensation to the tax authority for the country of residence for each trip earner.

## **CANCELLATION & NO-SHOW FEES**

RIMAN North America will communicate the deadline to make changes to your RSVP, or to cancel your RSVP, well in advance. For any changes or cancellations made after that date, RIMAN North America reserves the right to assess charges to the trip earner who made said changes or cancellation, for the total amount of any funds that cannot be recouped from the trip venue or vendors. This amount will be assessed via a deduction from said trip earners RIMAN e-Wallet. If there are not sufficient funds in the trip earner's RIMAN e-Wallet at the time the assessment is made, deductions will be made until the total charges have been fulfilled.

Trip earners who RSVP and then do not show up to the trip will be charged the full value of the trip, which RIMAN North America reserves to unveil at that time. This total will be assessed in the same way as described above; via the trip earner's RIMAN e-Wallet.

## **DISTRIBUTOR RESPONSIBILITIES**

RIMAN Retreats promotions are available to all RIMAN Beauty Planners whose account is in good standing per the RIMAN Terms & Conditions and is not under any compliance or legal review from the time the promotional period starts through the end of the trip. If a Beauty Planner earns a RIMAN Retreats trip, and at any time from that point and the close of the trip, falls into bad standing or compliance or legal review, they forfeit all their earnings.

Trip earners are responsible for ensuring they have any necessary documentation to travel to and from RIMAN Retreats destinations and their home country. This can include, but is not limited to, a valid passport that is not set to expire within 6 months of the dates of their earned trip, proof of required vaccinations and/or immunizations, visa documents, etc. Any costs associated with procuring these documents is the responsibility of the trip earner, and will not be reimbursed by RIMAN North America.

## **THESE POLICIES ARE SUBJECT TO CHANGE WITHOUT NOTICE**

