

Los Cabos Loyalty Program Terms and Conditions

The Los Cabos Specialist Training and Loyalty Program have been developed for Travel Advisors worldwide as a points-earned based incentive program. Participation is open to legitimate travel advisors who meet all conditions established in the Program, which is powered and managed by Northstar Travel Group, LLC. By registering, you agree to these terms and conditions and agree to the Privacy Policy which is subject to changes, additions, or deletions.

Loyalty Program

There are basic rules to qualify:

- 1) All current graduates are automatically enrolled and pre-qualified to earn awards.
- 2) For all other advisors who wish to enroll and pre-qualify you must complete the Los Cabos Specialist program and obtain your certificate (must complete all 4 chapters) to access the Loyalty Program section of the portal.
- 3) All pre-qualified advisors will earn 1 point per each room per night booked, confirmed, and consumed. (Subject to change).
- 4) All pre-qualified advisors will earn **.5 bonus** point per each room per night booked, confirmed, and consumed in **select properties**. (Subject to change).
- 5) All decisions on any promotions, special award assignment and booking approvals are at the discretion of Los Cabos.
- 6) Each participating advisor is responsible for the confirmation and recording of their bookings providing confirmation number, guest name, property name, dates of arrival and departure, value of and proof of booking.
- 7) Every entry requires a booking validation, which can be a receipt or invoice that provides the same information being entered into the form (Guest names, property name, number of rooms, dates and value of booking). The system requires one file in PDF or Image (jpg, png) format to be uploaded on to the booking form.
- 8) Group bookings must be entered as one booking.
- 9) Recording Deadlines - You can record bookings all year long but the grace period to enter your bookings in your profile is 60 days following the date of your customer's departure date.
- 10) Participation Points will be validated upon traveler's departure on a daily basis. Bookings that require a manual approval from Los Cabos can take up to 30 days to be validated.
- 11) Point expiration – Unused rewards points will expire once a month, 12 months after approval.
- 12) Redemption - Points can only be redeemed if they are approved. Submitted points cannot be used for rewards until they're approved. Points cancelled, expired, or denied cannot be used for redemption.
- 13) Participation in the Los Cabos Loyalty Program is open to all travel advisors worldwide who are operating under a valid ARC/IATAN/CLIA or TRUE registration. All participants must be at least 18 years

of age to redeem awards. Los Cabos will not be held liable for any queries arising from any dispute between the Advisor and the companies providing the services that will generate the points. All participants are responsible for all federal, state, and local taxes as they may apply in their jurisdiction of residence on any awards they may receive. Enrollment is at will and the total responsibility of the participating advisor. This program applied to Advisors, not Agencies, and cannot be in any way combined or added between two advisors to reach redemption levels. Los Cabos reserves the right to verify all reservations, past, present, or future at any time without previous notice, and may refuse award(s) based on lack of compliance with the rules of the program. Los Cabos and Northstar Travel Group reserve the right at any time at their discretion to suspend, refuse re-evaluate or revoke membership for any reason.