

2025 Hello Sydney Frequently Asked Questions

Destination: Sydney, Australia

Travel Dates: October 26, 2025 to October 30, 2025, a total of 5 days and 4 nights

Important Dates

Qualification Deferral Application Deadline: July 18, 2025

RSVP Submission Deadline: July 31, 2025

RSVP Withdrawal and Modification Deadline: August 31, 2025

Roommate Request & Flight Information Submission Deadline: September 15, 2025

Travel Qualification and RSVP

Q1: How do I know if I am qualified for the 2025 Hello Sydney?

A: If your Brand Partner's account accumulates 550 or more Travel Points, and meets the relevant Travel Point requirements, you will receive an email notification from the CalerieLife Events Team at event@calerie.com. The email will contain information on travel qualifications and how to RSVP. Please follow the instructions in the email to complete your RSVP.

Q2: I have received the email notification for the 2025 Hello Sydney, how do I RSVP?

A: If you have received the email notification, please log in to your BP Backoffice and click on the "2025 Hello Sydney" menu at the top of the home page to proceed with your RSVP. Please ensure you provide accurate and valid information. If the information provided is incorrect and prevents you from participating in the trip, you will be held responsible for any resulting consequences.

Q3: What happens if I miss the RSVP deadline?

A: Unfortunately, registration information cannot be submitted after the deadline (July 31, 2025). To avoid this situation, please make sure to pay close attention to email notifications and strictly adhere to the deadline to ensure your participation in this wonderful trip.

Q4: What happens if I submit my RSVP but do not show up for the trip?

A: If you fail to submit a withdrawal request by August 31, 2025, or fail to attend the trip after you submit an RSVP, a fee of \$2,500 will be deducted from your eWallet. Should the account balance be insufficient, subsequent commissions/bonuses will be progressively applied toward the outstanding amount until it is fully reconciled. Airfare subsidies and/or other travel-related benefits in your account will be canceled. Any travel qualifications that are withdrawn or no-show will be considered void and cannot be retained for other travels.

Q5: What happens if I show up without RSVP or bring unregistered guests?

A: In order to provide the best possible travel experience for you and your guests, it is essential that you submit the information for yourself and your guests within the specified timeframe for us to make appropriate arrangements for accommodations and travel-related services. Accommodations and travel-related services for unregistered participants will be subject to hotel room availability and cannot be guaranteed. Any costs incurred will be at your expense if services are arranged for you.

Q6: If I want to transfer my travel qualification to another person, how can I proceed?

A: Travel qualifications are for qualified participants only and cannot be resold, transferred, or refunded.

Q7: If I have earned the qualification for the 2025 Hello Sydney but am not able to attend, can I save the qualification for another trip?

A: Qualified participants who meet either of the conditions listed below may apply to defer the 2025 Hello Sydney qualification for use in the 2026 Signature Adventure:

1. Residents of Australia
2. Have previously traveled to Sydney

If you do not meet the above deferral eligibility criteria, your travel qualification must be used for the 2025 Hello Sydney. If you are unable to attend, your qualification will be automatically forfeited.

If you have already submitted your RSVP, please remember to submit a withdrawal request before August 31, 2025 to avoid unnecessary fees.

Q8: If I meet the deferral eligibility criteria, how do I proceed?

A: If you have qualified for the 2025 Hello Sydney Signature Adventure and meet the deferral eligibility criteria, please submit your deferral application and valid proofs to event@calerie.com or through the Intercom in the BP Backoffice by July 18, 2025. Late submissions will not be accepted.

Valid Proofs:

1. Proof of residency in Australia: A copy of a utility bill, driver's license, or other official document that matches the name on the qualifying Brand Partner account.
2. Proof of previous travel to Sydney: A copy of relevant documents such as flight tickets, hotel reservations, visa records, or other documents that match the name on the qualifying Brand Partner account.

Please note that once deferred, the qualifications can only be used for the 2026 Signature Adventure, unless delayed due to a force majeure event.

Q9: If I have earned 2 travel qualifications, but I only wish to use 1 for this trip, can I keep the other qualification for future trips??

A: Unfortunately, it cannot be retained. Travel qualifications earned within the same account must be used together or deferred simultaneously.

Travel and Flight Related Information

Q1: Are there vaccination requirements in Sydney?

A: Please stay updated on the latest destination-specific travel guidelines, including vaccination requirements. If you are unable to attend the trip due to travel policy-related issues, you will be held responsible for any resulting consequences.

Q2: Do I need a visa and/or passport?

A: We strongly recommend that you contact the relevant authorities to confirm if passports or visas are required for the travel destination. Please note that all necessary travel documents and any associated costs will be your responsibility.

You can check the Australia visa policies on the following website:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing>

Q3: Do you book my flight?

A: No, you are responsible for booking your own round-trip flight. We will distribute the corresponding airfare subsidies based on your accrued Travel Points. The specific amounts are as follows:

Accumulated TP	Travel Qualification	Airfare Subsidy DP (non-present account holder)	Airfare Subsidy DP (present account holder)
550-849 TP	1	\$300 DP	\$600 DP + \$300 DP
850-999 TP	2	\$600 DP	\$1,200 DP + \$600 DP
≥1,000 TP	2	\$1,200 DP	\$2,400 DP + \$900 DP

Q4: How do I book my flights?

A: If you have submitted your RSVP, we recommend booking your flight as soon as possible to secure the best prices. The flight destinations are as follows:

Sydney Kingsford Smith Airport
Airport code: SYD

Q5: Is airport transportation provided?

A: We will provide transportation service between the airport and the designated hotel on your arrival date (October 26, 2025) and departure date (October 30, 2025). Please make sure to submit your flight information to event@calerie.com or through the Intercom in the BP Backoffice by September 15, 2025. Failure to provide flight information within the specified time frame may result in the inability to provide transportation. Airport transportation services are not available for early arrivals, delayed departures, or flights to different airports.

Q6: How can I confirm the identity of the airport pickup staff?

A: You will see staff holding prominent signs with the CalerieLife logo at the airport exit corridor to guide you. Additionally, we will have staff stationed at the CalerieLife bus station to welcome your arrival.

Accommodation and Dining

Q1: Is accommodation provided?

A: We will provide hotel accommodation for the entire trip (from October 26, 2025, to October 30, 2025). You will be responsible for your own accommodations if you arrive early or depart late.

The hotel information for this trip is as follows:

Name: Hyatt Regency Sydney

Address: 161 Sussex St, Sydney NSW 2000 Australia

Hotel Phone: +61 2 8099 1234

Q2: Are daily meals provided?

A: Most meals during the trip will be provided. However, we understand that you may also want free time to explore the destination, so meals during these free times will be at your own expense. We recommend bringing cash and credit cards to cover these meals. Please refer to the relevant itinerary information sent by the company for specific meal arrangements and meal allowance.

Q3: Will there be vegetarian meal options?

A: Yes, vegetarian options will be provided based on participants' requests. To ensure availability, please indicate your dietary preference (vegetarian or non-vegetarian) when completing your registration. Vegetarian meals will be prepared according to the information submitted at the time of RSVP. If no vegetarian request is indicated during RSVP, vegetarian meal service cannot be guaranteed.

Q4: Can I request a single room or a suite?

A: No. We provide standard double occupancy accommodations (twin bedroom) for all participants.

Q5: I have earned 1 travel qualification. Can I request to share a room with another person who has also earned the travel qualification?

A: If both of you submit a roommate request via events@calerie.com or Intercom in the BP Backoffice prior to the deadline (September 15, 2025), we will assist in making appropriate arrangements. Requests for sharing rooms made after the deadline or on-site will depend on room availability and cannot be guaranteed. All incurred costs will be at your own expense.

Travel Itinerary

Q1: How do I know the specific travel itinerary?

A: Please stay updated by regularly checking the CalerieTravel website at <https://www.calerie.com/travel/sydney> and the company's emails to ensure you receive the latest itinerary details. Approximately one month before the trip, CalerieLife will send a "Travel Guidelines" email that includes the itinerary.

Q2: Do I have free time during the trip?

A: In order for you to explore the unique beauty of Sydney, we have allocated some free time for the trip. The specific arrangements will be announced in the travel itinerary.

Q3: What language services will be provided during the trip?

A: We will strive to provide bilingual (Chinese and English) tour guide services. Additionally, we will have CalerieLife staff available during the trip to provide any necessary assistance.

Q4: Whom should I contact if I have questions during the trip?

A: Please seek assistance at the hotel service desk for any inquiries. Additionally, we will have CalerieLife staff throughout the trip to provide necessary assistance.

Q5: Are there any dress code requirements for this trip?

A: Sydney is a city that blends modern energy with natural beauty. October marks the spring season, with pleasant temperatures ranging from 13°C to 22°C (55°F to 72°F). While the days are usually sunny, mornings and evenings may be slightly cool. We recommend wearing lightweight, comfortable, and layered clothing, such as long-sleeved tops, light jackets or windbreakers, along with comfortable walking shoes. We also recommend to bring a sunhat or sunglasses and take sun protection measures. There will be a formal dinner during the trip, so please refrain from wearing sandals. For specific dress codes, please refer to the Travel Guidelines email sent by the company.

Itinerary dates are in Australian Eastern Daylight Time (AEDT). All deadline dates are in Pacific Time (PT).