

2026 Halo Bali Signature Adventure — Frequently Asked Questions

Destination: Bali, Indonesia

Key Dates at a Glance

Trip Dates (Indonesia Local Time): October 18 - October 24, 2026

Deferral Application Deadline (PT): July 31, 2026

RSVP Deadline (PT): August 25, 2026

RSVP Modification & Cancellation Deadline (PT): September 15, 2026

Roommate & Flight Information Submission Deadline (PT): September 15, 2026

Qualification & RSVP

Q1: How will I know if I have qualified for the Signature Adventure?

A: If your Brand Partner account meets the required Travel Points threshold or other qualifying criteria, you will receive an email notification sent from the CalerieLife Events team at event@calerie.com. The email will include your number of qualified spots and instructions on how to RSVP. Please follow the instructions in the email to complete your RSVP.

Q2: How can I qualify for the 2026 Halo Bali Signature Adventure?

A: Qualifying sources for this Signature Adventure include:

- Qualifications earned through Travel Points accumulated for the 2026 Selam Istanbul Signature Adventure
- Qualifications approved for deferral from the 2025 Hello Sydney Signature Adventure
- Additional qualifications earned through the 202602 Flywheel Award (Starry Plan)

Q3: I have received an email notification for the 2026 Halo Bali Signature Adventure. How do I RSVP?

A: If you have received an email notification, please log in to your Brand Partner Backoffice and click on the 2026 Halo Bali Signature Adventure menu to complete your RSVP. Please ensure all information submitted is accurate. Any issues arising from incorrect information provided will be your sole responsibility.

Q4: What happens if I miss the RSVP deadline?

A: No RSVP submissions will be accepted after the RSVP deadline of August 25, 2026. To avoid missing out, please monitor your email notifications closely and adhere strictly to all deadlines so you can enjoy this wonderful trip.

Q5: What happens if I RSVP but do not attend?

A: If you have submitted an RSVP but neither cancel by the Cancellation deadline of September 15, 2026, nor attend the event, a fee of USD \$2,500 will be deducted from your account e-wallet. If the balance is insufficient, all subsequent commissions generated by the account will be withheld until the amount is paid in full. Any airfare subsidies and/or other trip-related benefits already credited to the account will also be cancelled. Any cancelled or absent qualification will be considered forfeited and cannot be deferred to any other Signature Adventure.

Q6: What happens if I attend without having RSVPed, or if I bring a guest who has not RSVPed?

A: To ensure the best possible experience for you and your guests, please make sure to submit all required information within the specified deadlines. For guests who have not RSVPed, on-site accommodation and trip-related services will be arranged on a best-effort basis subject to hotel room availability, with no guarantee. If arrangements can be made, all associated costs will be borne by you.

Q7: How do I transfer my Signature Adventure qualification?

A: Qualifications may not be resold. All changes to qualifications must be requested before the applicable deadline and approved by CalerieLife. RSVP modification requests must be submitted via Intercom in your Brand Partner Backoffice by the RSVP Deadline of September 15, 2026. Requests submitted after the RSVP Deadline but before the Modification Deadline of September 15, 2026 will incur a change fee of USD \$300 per person. Requests submitted after the Modification Deadline of September 15, 2026 will not be accepted. Please refer to the specific event rules for the relevant deadlines. Once a change request is approved, the change fee must be paid promptly using your Health Points or credit card.

Q8: I have qualified but am unable to attend this trip. Can I use my qualification for a future Signature Adventure?

A: Yes. If you are unable to attend due to personal reasons, you may submit a deferral request via Intercom in your Brand Partner Backoffice by July 31, 2026. Approved deferrals may only be applied to the designated 2027 Signature Adventure and cannot be transferred, reassigned, or refunded. Requests submitted after the deadline will not be accepted and will be treated as forfeiture of the qualification.

Q9: My account has 2 or more qualified spots. Can I use some and defer the rest to a future Signature Adventure?

A: No. If your account holds more than one qualified spot, all spots must either be used in full or deferred in full for this trip. Partial use or partial deferral is not permitted.

Q10: Can I participate in only part of the trip?

A: No. The 2026 Halo Bali Signature Adventure is a full 7-day/6-night program. You must check in on Day 1 and depart together on Day 7. Early arrival, mid-trip joining, early departure, or any form of partial participation is not permitted. If you are unable to attend the full trip due to personal reasons, please contact Customer Support via Intercom in your Brand Partner Backoffice to apply for deferral to the 2027 Signature Adventure by July 31, 2026 (PT). Requests submitted after the deadline will not be accepted.

Q11: Can I arrive early or arrive late?

A: No. Airport pickup and check-in are arranged exclusively on Day 1 of the itinerary. If you arrive early or late, CalerieLife will not provide accommodation or airport transfer arrangements, and any associated costs and consequences will be your sole responsibility.

Q12: Which Signature Adventure can I use my deferred qualification for?

A: Approved deferrals may only be applied to the designated 2027 Signature Adventure and cannot be transferred, reassigned, or refunded.

Travel & Flight Information

Q13: Are there any vaccination requirements for Indonesia?

A: Please stay up to date on the latest travel advisories for your destination, including any vaccination requirements. If you are unable to attend the trip due to local travel policy-related issues, you will be solely responsible for any resulting consequences.

Q14: Do I need a visa and passport?

A: You are responsible for arranging your own visas. Please follow the standard visa application process and allow sufficient time for processing to avoid travel delays. You must ensure your passport remains valid for at least six months beyond the last day of the trip. The name used for RSVP must exactly match the legal English name on your passport. You are responsible for verifying the visa requirements applicable to your passport nationality, as well as all costs and responsibilities associated with the visa application.

You may check Indonesia's visa policy at: <https://www.imigrasi.go.id/>

Q15: Will CalerieLife help book my flights?

A: No, you are responsible for booking your own roundtrip flights.

Q16: When will airfare subsidies be issued? What should I be aware of?

A: Airfare subsidies will be processed and issued within 10 business days after the event concludes. Please note the following:

- For qualifications earned through Travel Points accumulated for the 2026 Selam Istanbul Signature Adventure: please refer to the airfare subsidy terms specified under the 2026 Selam Istanbul section of the 202512 CalerieLife Winner poster.
- Qualifications earned through the 202602 Flywheel Award (Starry Plan) are additional bonuses and are not eligible for airfare subsidies.
- For qualifications approved for deferral from the 2025 Hello Sydney Signature Adventure, airfare subsidies will be issued in accordance with the published event standards.

Q17: How do I book my flights?

A: Once you have submitted your RSVP, we recommend booking your flights as early as possible to secure the best fares.

Your destination airport is:

Ngurah Rai International Airport, Bali (Airport Code: DPS)

Q18: Is airport transfer service provided?

A: Airport transfer service will be provided between the airport and the designated hotel on the arrival date of October 18, 2026 and the departure date of October 24, 2026. Please ensure you update your flight information in your Brand Partner Backoffice registration profile or contact Customer Support via Intercom by September 15, 2026. If flight information is not submitted by the deadline or the information provided is incorrect, we cannot guarantee the transfer service. No transfer will be provided for early arrivals, late departures, or flights arriving at a different airport.

Q19: How do I identify CalerieLife staff at the airport?

A: CalerieLife staff will be waiting at the airport arrival exit holding a sign with the company logo to direct you. Staff will also be stationed at the designated CalerieLife bus area to welcome you.

Accommodation & Meals

Q20: Will accommodation be provided? Which hotel will we stay at?

A: Hotel accommodation will be provided for the full duration of the trip (6 nights in total). If you arrive early or depart late, you will need to arrange your own accommodation for those nights.

The hotel arranged by CalerieLife is as follows:

Hotel Name: Ayana Resort Bali or Ayana Segara Bali

Hotel Address: Jl. Karang Mas Sejahtera, Jimbaran, Kec. Kuta Sel., Kabupaten
Badung, Bali 80364, Indonesia

Hotel Phone: +62 361 702222

Q21: Will meals be provided daily?

A: Most meals during the trip will be provided by CalerieLife. However, we understand you may wish to explore during your free time, and meals during those periods will be at your own expense. We recommend bringing some cash and a credit card for self-arranged meals. For specific meal arrangements and meal allowance details, please refer to the itinerary information sent by CalerieLife.

Q22: What should I do if I have vegetarian or other special dietary requirements?

A: Please indicate your dietary requirements in the RSVP form or notify us via Intercom before the RSVP deadline. CalerieLife will do its best to accommodate your needs, but cannot guarantee that all requests can be fulfilled.

Q23: Can I request a single room or suite?

A: No. You will be assigned to a bed in a standard twin room. Single rooms and suites are not available.

Q24: Can I request a specific roommate?

A: Yes. If you have 2 qualifications, the RSVPed guests will be assigned as roommates by default. If you have 1 qualification and you would like to request a specific roommate, both parties must complete their RSVP before the RSVP deadline and simultaneously submit a roommate request via Intercom in the Brand Partner Backoffice. If no roommate request is submitted before the roommate submission deadline of September 15, 2026, CalerieLife will assign a same-gender guest as your roommate.

Itinerary

Q25: How will I receive the detailed itinerary?

A: Please monitor the CalerieLife website and company emails regularly to stay informed of the latest arrangements. CalerieLife will send Travel Guidelines approximately one month before departure, which will include the full itinerary.

Q26: Will there be any free time during the trip?

A: Yes! To give you the opportunity to explore the unique beauty of Bali, free time has been built into the itinerary. Specific details will be included in the official itinerary — stay tuned!

Q27: What languages will tour guides provide services in?

A: We will do our best to provide bilingual (Chinese and English) tour guide services. CalerieLife staff will also be on hand throughout the trip to assist you as needed.

Q28: Who should I contact if I have questions during the trip?

A: For any questions during the trip, you may visit the hotel front desk for assistance. CalerieLife staff will also be available throughout the itinerary to provide support.

Q29: Is there a dress code for this trip?

A: Temperatures in Bali in October are approximately 26–32°C (79–90°F). You are advised to pack light, breathable summer clothing and comfortable walking shoes. If the itinerary includes temple visits, please prepare clothing that covers your shoulders and knees (Balinese temples have dress code requirements). A Gala Dinner will be included in the itinerary; please dress in formal or business casual attire. For specific dress code details, please refer to the Travel Guidelines.

Q30: What is "Bali Belly"? Do I need to prepare any medication?

A: "Bali Belly" is a common gastrointestinal discomfort experienced by travelers to Bali, usually caused by unfamiliar bacteria, parasites, or viruses in local food and water, or by changes in diet and climate. Common symptoms include diarrhea, stomach cramps, nausea, vomiting, and mild fever, and in most cases these symptoms resolve within a few days with rest and proper care. We strongly recommend preparing your own stomach medication in advance, including anti-diarrheal medication, anti-nausea medication, electrolyte solutions and any regular medications you take. During the trip, we also recommend drinking bottled or purified water, avoiding ice in drinks, and choosing freshly cooked food where possible. If you have specific health concerns, we recommend consulting your physician before departure.

Q31: Are there any precautions I should take regarding mosquitoes in Bali?

A: Bali's warm, humid climate means mosquitoes are fairly common. We recommend bringing insect repellent (such as spray or patches) and wearing long sleeves and pants where possible to reduce your risk of bites.