

2023 Aloha Hawaii Frequently Asked Questions

Destination: Honolulu, Hawaii, United States

Travel Dates: September 5, 2023, to September 9, 2023 (5 days, 4 nights)

RSVP Deadline: June 26, 2023

Cancellation Deadline: July 31, 2023

Airport Transfer Information Submission Deadline: August 5, 2023

Travel Qualification and Registration

Q1: How do I know if I am qualified for the 2023 Aloha Hawaii trip?

A: If you have accrued 520 (or more) Travel Points during the Hawaii Trip promotion, you will receive an email notification from CalerieHealth® Events at event@calerie.com. The email will provide details about number of qualifications you earned and the RSVP process.

Q2: I have received the email notification for the 2023 Hawaii trip. How do I RSVP?

A: If you have received the email, please log in to your Back Office and click on the “Aloha Hawaii” menu on 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, you won't be able to submit your RSVP after June 26, 2023. To avoid this situation, please pay close attention to email notifications and strictly adhere to the specified deadlines to ensure your participation in this wonderful trip.

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

A: If you fail to submit a cancellation request before July 31, 2023 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 towards the outstanding amount until it is fully reconciled. Airfare subsidies and/or other travel-related benefits in your account will be canceled.

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.

Q6: I have earned 2 travel qualifications for myself and my spouse. Can we bring our children as well?

A: If you need to bring your children due to familial obligations, please submit an application through Intercom or via email at event@calerie.com. A fee of \$2,500 per child will be charged. The application is subject to approval. Please patiently wait for a response. Such applications can only be submitted by the account holder who earns travel qualification(s). For safety reasons, parents are advised to carefully consider whether to apply for children aged 3 and below.

Q7: If I want to transfer my travel qualification or change RSVP information, how can I proceed?

A: If you wish to change participant information after submitting your RSVP, please submit an application to the company before June 26, 2023. Requests of change will not be accepted after the RSVP deadline. Please note that not all requests of change will be approved. A transfer fee of \$300 per person will be charged once your application is approved. You can pay by Health Fund or credit card.

Q8: Does transferring the travel qualification(s) affect the issuance of corresponding benefits (such as airfare subsidies)?

A: If you transfer your travel qualification(s) to others, the corresponding benefits will be also transferred and airfare subsidies will be calculated as non-attendance.

Q9: Do I need to submit an RSVP to retain my travel qualification(s)?

A: No, you don't need to submit an RSVP to retain your travel qualification(s).

Q10: If I have earned qualification(s) for the Aloha Hawaii trip but not able to attend, can I save the qualification(s) for another trip? What about the airfare subsidies?

A:

1. If you have not submitted an RSVP, your travel qualification(s) will be automatically reserved for future CalerieHealth® designated trips. The airfare subsidies will be calculated based on your attendance at the end of the future trip.
2. If you are unable to attend future designation(s) as well, your travel qualification(s) will become invalid. The airfare subsidies will be calculated as non-attendance.
3. If you have already submitted your RSVP, please remember to submit a cancellation request before July 31, 2023 to avoid unnecessary fees.

Q11: If I have earned 2 travel qualifications, but only 1 is used for this trip, is the other qualification retained?

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

Travel and Flight Related Information

Q1: Are there any vaccination requirements in Hawaii?

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.

Q3: Do you book my flight?

A: No, you are responsible for booking your own round-trip flight.

Q4: How do I book my flight?

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

- The airport destination is: Daniel K. Inouye International Airport, Honolulu, Hawaii
- Airport code: HNL

Q5: Is airport transportation provided?

A: We will provide transportation between the airport and the designated hotel on your arrival date (September 5, 2023) and departure date (September 9, 2023). Please make sure to submit your flight information to event@calerie.com or through the Intercom by August 5, 2023. 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 banners with the CalerieHealth® logo at the airport exit corridor to guide you. Additionally, we will have staff stationed at the CalerieHealth® bus station to welcome your arrival.

Accommodation and Dining

Q1: Is accommodation provided?

A: We will provide accommodations for the entire trip from September 5 to September 9, 2023. 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: Hilton Hawaiian Village Waikiki Beach Resort

Address: 2005 Kalia Rd, Honolulu, Hawaii 96815 USA

Phone: (808) 949-4321

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.

Q3: Can I request a single room or a suite?

A: No, we provide standard double occupancy accommodations (twin bed room) for all participants.

Q4: 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 prior to the RSVP deadline, we will assist in making appropriate arrangements. Requests for sharing rooms made after the RSVP deadline will depend on room availability and cannot be guaranteed.

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/hawaii> and the company's emails to ensure you receive the latest itinerary details. Approximately one month before the trip, CalerieHealth® will send "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 Hawaii, we have allocated some free time in 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 CalerieHealth® staff available during the trip to provide any necessary assistance.

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

A: We will have a CalerieHealth® service desk set up at the hotel for any inquiries. Additionally, we will arrange staff throughout the trip to provide necessary assistance.

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

A: Hawaii is a tropical island vacation destination. We recommend bringing a pleasant mood and wearing lightweight and comfortable summer clothing such as shorts, t-shirts, sandals, and dresses. Additionally, please remember to bring sun protection items such as hats, sunglasses, and sunscreen to protect yourself from UV rays. Please also prepare a slightly formal outfit such as casual formal wear, dresses, or long pants. There will be a formal dinner during the trip, so please refrain from wearing flip-flops.