

Subject: Travel Update

Dear WorldVentures Members,

As most know, Rovia, along with WorldVentures Marketing and associated companies, have entered into voluntary Chapter 11 Bankruptcy protection in the United States. While never a direction we wanted to take, unprecedented conditions over the last year necessitated this process. I want to assure you that your membership services will continue uninterrupted, and you will continue to have access to travel, incentive, and reward point usage. Please continue reading for more details below.

Already booked travel

ALL trips booked on the Rovia platform will be honored and all payments to vendors supporting those trips (our hotel partners, suppliers, hosts, etc.) will be paid timely going forward. This means if you have a future trip booked through us you can be confident your reservation is secure and available for you. Travel that is cancelled going forward for Covid-19 reasons will follow the [Covid-19 Policies and Procedures](#). Nothing changes on this front and we continue operations as normal.

DreamTrips Points and Rovia Bucks

ALL unexpired DreamTrips Points and Rovia Bucks earned, redeemed, or used as reimbursement for travel will be honored as usual for active members. Due to the continued restrictions across the globe due to the pandemic, all DreamTrips Points and Rovia Bucks that are set to expire will now be extended to March 30, 2021. DreamTrips Points will continue to accrue and be available for use. Based on how the pandemic continues to unfold, we will look at further extension of points, so you have them available to use for your future travel needs.

Future Bookings

Rovia will continue normal business operations. This means we are actively procuring and planning new DreamTrips for 2021 and continuing to work on our systems and offerings so we can improve your experience and provide membership value.

Past Booking Refunds

Going forward, all travel that is booked, and subsequently cancelled by a member that is a refundable trip will be refunded in Rovia Bucks or back to the payment method used at the time of booking based on the member's choice. Past bookings that were already refunded using Rovia Bucks will have those available for use on future bookings as before. Those waiting for payments back to the payment method used will be handled in the order they were requested, and we will strive to get those payments back to people as soon as we can (subject to court restrictions on past debt, legal actions still pending in the cruise area with a supplier, etc.). You may, at any time, request your refund be changed to Rovia Bucks refunds so you can use them on future DreamTrips.

We wish you and your families a most safe, and happy, new year. We are hopeful you will remain with DreamTrips and we will continue to build great travel memories and experiences together. Let's hope 2021 gets us back to traveling and puts the global pandemic behind us. We can't wait to get back to traveling the world!

Regards,

Michael Poates
Chief Operating Officer