

DreamPrice Promise Terms & Conditions

General

1. The DreamPrice Promise is made available by Rovia, LLC ("Rovia") to DreamTrips Gold or Platinum members who have booked travel on www.dreamtrips.com or any subdomain of the site (e.g., corp.dreamtrips.com) (collectively, the "Website") and who provide proof of a Concurrent Lower Price for their DreamTrips booking, subject to the terms and conditions set out below (the "DreamPrice Promise Terms"). Rovia fulfills all travel booked through the Website.
2. In order to qualify as a Concurrent Lower Price, the lower price must be for an identical booking, where the same DreamTrips package is booked in a single transaction, inclusive of all taxes and fees. All booking details, including the following, must **exactly** match the details of the DreamTrips package you booked through the Website:
 - Hotel (including room type)
 - Full and complete details of the competing trip's itinerary, including dates and times of departure, routing and check-in
 - Full and complete details of the competing trip's inclusions, activities, amenities and/or excursions
 - All applicable cancellation and refund policies of the hotel
 - The hotel booking, as the case may be, needs to be prepaid in full and be instantly confirmed at the point of booking
 - Any special terms of purchase.
3. A Concurrent Lower Price does not include rates that are (a) available on the Website, (b) found on coupon sites, (c) found on websites where the hotel property is opaque or unknown until after purchase, or (d) where prices are determined by any sort of name-your-own-price, or auction/ bidding services. A Concurrent Lower Price will not apply to errors or mistakes, including pricing errors. The DreamPrice Promise does not apply to bookings for special event/sports trips, WorldVentures Foundation "voluntourism" trips, team/private trips and special training trips.
4. A Concurrent Lower Price must be both advertised and available to the general public on a website offering travel services to resident of the country in which you are resident. A Concurrent Lower Price shall not include corporate discounts or rates, military discounts, senior discounts, AAA or CAA discounts or rates, group rates, charter rates, past guest rates, rewards program rates, incentives, meeting rates, convention rates, consolidator or interline prices, or prices available only by using a coupon or voucher, or any other rates or promotions not offered to the general public. A Concurrent Lower Price cannot come from a website, which requires you to call to get the rate, or from an email that you received. Where a Concurrent Lower Price is quoted in your local currency to your country of residence we will use the IROE (IATA Rates of exchange) currency conversion rate applied at the date of the booking.
5. The DreamPrice Promise applies to the entire DreamTrips package price, including all taxes and fees.

DreamTrips

If, on any website offering travel services to residents of the country in which you are resident you find a Concurrent Lower Price than the one you booked through the Website for the exact same package on the same dates, then the cost of the DreamTrip will be reimbursed to you.

Conditions:

1. The booking will first have to be made on the Website.
2. You will be reimbursed in full on the credit card used to purchase the DreamTrips booking.
3. For Cruise DreamTrips, please note that due to the special nature of these DreamTrips, your booking is not complete until you receive the **Final Booking Confirmation** (sent by your DreamTrips Specialist), which may take up to 5 business days after your DreamTrips booking transaction online is confirmed. DreamPrice Promise claims will not be eligible until the Final Booking Confirmation has been received.
4. The DreamTrip will be reimbursed in US Dollars for both domestic and international bookings.
5. You will have to submit relevant documentation (including, but not limited to, a screenshot that captures and shows a time-date stamp and that clearly shows the comparable price on the same date as your booking and relevant proof of your DreamTrips purchase) as required by Rovia.
6. Upon successful verification by Rovia, you will be eligible to receive the reimbursement within 5 - 7 business days.

Request Process

1. You must complete and submit the online request form (the "Request Form") before 11:59 pm Central Standard Time hours on the seventh day from the original date of booking on the Website. In addition to the completed Request Form, you must submit a downloaded file containing the relevant screenshot which captures and shows a time-date stamp that is clearly visible and the compared site with prices and booking details clearly visible.
2. All requests, including receipts and required documentation, are subject to Rovia's verification. Rovia's decisions are final. By submitting a Request Form, you fully and unconditionally agree that you are bound by these DreamPrice Promise Terms and by Rovia's decisions. Rovia will not grant any DreamPrice Promise request that it believes, in its sole discretion, is the result of a printing or other error or is made in bad faith. Rovia will not review any DreamPrice Promise request based on a price difference of \$5.00 or less.
3. All DreamPrice Promise requests will be verified within two (2) business days upon receipt of the properly completed Request Form and all requested information in support of the request. Requestor will receive an email from Rovia staff on whether the request is successful.
4. Upon approval, you should receive your DreamTrips reimbursement within **five to seven (5-7) business days** after we verify and notify you of your successful request.

Other Important Information

1. Any modifications, changes or cancellations made to an existing DreamTrips booking that has an associated DreamPrice Promise request will result in voiding of the request and Rovia reserves the right to stop a refund.
2. Each DreamTrips booking that is verified and qualifies for the DreamPrice Promise shall be entitled to receive reimbursement for the value of the request.
3. It is your responsibility to ensure that a valid email address is provided. Rovia will not be responsible whatsoever for any failure or delay in communicating with you as a result of any erroneous or invalid email address being provided by you.
4. Rovia shall not be liable for any injury, loss or damage of any kind as a result of your acceptance, use or misuse of the DreamPrice Promise, including any travel related or pursuant thereto, including but not limited to, personal injury, death, and property damage.
5. Rovia reserves the right in its sole discretion to modify or discontinue the DreamPrice Promise or to restrict its availability to any person, at any time, for any reason, and without prior notice or liability to you. Rovia's failure to enforce any provision of these DreamPrice Promise Terms shall not constitute a waiver of that provision.