

Women Who Want It All – Frequently Asked Questions (FAQ)

1. Where can I find the forms I need for promos and raffles?

All promo-related forms can be found on the **Raffle** tab of our website.

- The **Redemption Form** is used to officially redeem your promo when you're ready to use it. You can only redeem it during your designated redemption period, which was noted at the time of purchase.
- The **Reimbursement Form** is for situations where you purchased a promo and traveled before your redemption period—this allows you to request reimbursement for eligible expenses paid prior to eligibility.

Make sure to complete the forms fully and include all required documentation.

2. I just purchased a promo — now what?

If you purchased through the **WWWIA website**, you'll receive an automated email with redemption instructions and required forms.

If you purchased via **Stripe**, our admin team will reach out within 5–7 business days with your next steps.

Most reimbursements are processed within **4–6 weeks**. For specific promos like **Family Vacations** and **Hotel/Flight Combos**, only **one reimbursement** can be submitted every **90 days**.

3. Can I combine promos?

No. Promos cannot be combined unless explicitly stated in the promo's terms and conditions.

4. What types of WWWIA memberships are available, and what do they include?

WWWIA offers three membership options:

Lifetime Membership

A one-time payment for lifetime access to all current and future WWWIA perks, promos, events, and experiences. Includes early access and exclusive offers.

Annual Membership

Grants access for 12 months from the date of signup. Must be renewed yearly to maintain benefits.

Couples Membership

Designed for partners or spouses. Includes access to shared promos, couples experiences, and WWWIA events.

All Memberships Include:

- Free WWWIA events
- Discounted travel promos and experiences

- Private Facebook community access
- Priority invites to exclusive events and retreats

Memberships are non-refundable, even if you do not travel.

Travel Flexibility:

You can choose trips that fit your schedule. For example, if 10 trips are offered during the year, you can attend 4, 1, or none—it's completely up to you and your availability.

Payment Plans:

Monthly payment plans are available for memberships.

Pausing or Transferring Memberships:

Memberships cannot be paused or transferred. All memberships are tied to the original purchaser. If you're experiencing extenuating circumstances, contact our team to discuss possible options. All cases are reviewed at the discretion of WWWIA leadership.

For full trip information, including policies, waivers, and health forms, visit the **Trip** page on the website.

5. What is the trip process once I select a trip?

At the time of purchasing your membership, you will receive an email with trip information, which can also be found on the **Trip** page of our website. You'll be asked to make initial trip selections at that time.

We understand plans may change, so you will receive a **“Hey, are you still going?” email 3 months** before your selected trip. If you confirm, a **Globe Girl** will be assigned and begin communicating with you.

- **2 months out:** You'll receive a **trip announcement email** and an invitation to join the trip's group chat.
- **1 month out:** You'll receive a follow-up trip email.
- **2 weeks and 1 week out:** You'll receive reminder emails with final instructions and updates.

Trip Communication

All travelers will stay connected via group chat during the trip. We use **GroupMe** for local/domestic trips and **WhatsApp** for international travel.

6. Is there a grace period for my membership payment plan?

Yes, there is a 7-day grace period after your scheduled payment date. If your payment is not received within that window, your membership benefits may be paused until your account is brought current.

7. Flight Certificate

Flight certificates are valid for one flight to a single destination of your choice, up to \$1,000 in

value. Each certificate is valid for one flight only and cannot be split or combined with other certificates. If you purchased more than one certificate, they will be recorded in your account but must be used separately.

Redemption for flight certificates begins **April 1, 2025**. At that time, detailed instructions will be provided explaining how to redeem your certificate. Please note that each certificate is for one-time use only and cannot be divided across multiple trips or flights.

8. How does reimbursement work if I traveled before my redemption period?

Reimbursement is available if you purchased a promo and traveled before your official redemption window opened.

Example:

You purchased a promo in **March** with a redemption period starting in **June** or **August**, but you took a trip in **April** or **May**. You can submit a **Reimbursement Form** for the trip taken in April or May.

Important Details:

- Reimbursement is only available if the trip occurred after the promo was purchased
- Only one reimbursement can be submitted every 90 days
- You can be reimbursed for eligible travel expenses made from the time of purchase
- All reimbursement submissions must be made within 6 months after the redemption period ends

9. What's included in the Family Promo outside of flights and lodging?

The Family Promo offers a full travel experience for up to four people.

General Inclusions:

- Transportation stipends
- Attraction or excursion vouchers
- Food stipends

Promo Details:

- Designed for a family of 4
- Includes up to 4 days / 3 nights
- Threshold: Up to \$4,000 (varies by location, travel dates, and number of people)
- Flights included, but no additional flight vouchers may be added to exceed the threshold
- Ideal for larger trips like Disney World, Universal Studios, and more

10. I purchased a voucher for \$5,600 covering flights and lodging. If I only spend \$2,800 on this trip, can I use the rest for another trip?

Yes. The \$5,600 voucher is the **only promo** where unused balances **can be applied to another**

trip. For example, if you spend \$2,800 on flights and lodging for one trip, you can use the remaining \$2,800 on a future WWVIA-approved trip, as long as it meets the promo's terms.

11. What is the value of the Couples Weekend Getaway?

- Designed for **2 people** (can be a couple, friends, partners, or a parent and child)
- Value: **\$1,000** (anything over must be paid out of pocket)
- Includes 2 nights of lodging and an experience selected based on destination
- Perfect for a quick escape, cozy retreat, or fun city break

12. What is your refund policy?

Refunds are only issued at the **sole discretion of the owner**. There are **absolutely no refunds** for memberships or events under any circumstances. All promo purchases are considered final unless otherwise stated.