

S365 Reward Trip Details

The S365 Reward Trip is an industry first reward where after 12 consecutive months, Travel Owners will receive a Vacation Reward that includes up to 7 nights hotel accommodations. There are thousands of resorts around the world to choose from located in the US, Canada, the Caribbean, Mexico, Europe and more.

*Please note: Some resorts may require an additional fee upon check-in, which is noted in the details when you are making your selection. You may also upgrade your trip to all-inclusive resorts, which will require an additional fee.

We know as you get closer to qualifying for the S365 Reward Trip you may have some questions about what happens when you reach 12 months or what the process is to receive your vacation reward. We've outlined the process below and have also included some frequently asked questions about the S365 Reward Trip.

What happens when you've been active for 12 consecutive months with Surge365?

1. You are now qualified for the S365 Reward Trip! Congratulations!
2. You'll receive an email from the Surge365 Home Office, on the Monday following your 12th monthly renewal, detailing your next steps on what to do when you are ready to receive your reward certificate. Keep in my mind, you will have 30 months to use the vacation reward once you let us know that you are ready. If you are not ready, check out www.SeeltWithS365.com and start dreaming. Then let us know whenever you are ready!
3. Once you've let us know the you are ready, we will be able to secure your vacation reward certificate. Once the reward has been secured you will then be sent the details on how to redeem your trip and view the live inventory available to book!
4. When booking your S365 Reward Trip, you will pay a \$100 registration fee. Also there may be some resorts that require an additional fee upon check-in. When you're searching for your resort and dates please note all supplemental information provided by the location to see if there are any locally paid taxes or fees. These are beyond our control and must be paid by the guest at time of check-in or check-out. You may also upgrade your trip to all-inclusive resorts, which will require an additional fee in addition to the \$100 registration fee.
5. We want to hear all about your S365 Reward Trip and the memories you made while on it! Email in the testimonial of your trip to Elizabeth at EMunro@Surge365.com along with photos and videos you'd like to share with us and you may be featured in a future Surge365 marketing piece!

Frequently Asked Questions

Below are some frequently asked questions that we have put together to help answer any additional questions you may have regarding the S365 Reward Trip.

How many resorts are there to choose from?

There are thousands of resorts around the world to choose from located in the US, Canada, the Caribbean, Mexico, Europe and more.

Can I view the vacation reward locations available to select before I say that I am ready?

While there is not a demo site to view the locations and resorts available we have updated www.SeeltWithS365.com website with the most recent list of available locations and resorts as of August 4, 2020. Available resorts are subject to availability and may change due to factors beyond our control. Currently there are no resorts participating in the Rewards Program in the following

states: Alabama, Alaska, Connecticut, Hawaii, Kansas, Nebraska, New York, North Dakota, Ohio, Oklahoma, South Dakota, Wyoming

How far in advance do I have to make a reservation to ensure there is availability?

Condos may become available anywhere from 3 to 360 days in advance of the scheduled check-in date. Because our system operates in a live environment our availability is always subject to change, and we encourage you to search our website for the latest up to date availability. Destinations and travel times are subject to availability and confirmed on a first come, first served basis.

How do I know what is available when searching?

When you are ready to redeem your S365 Reward Trip and are searching, the dates listed in the results section are what is currently available at that time. Please keep in mind that this inventory changes daily. If you don't see something you like, please check back at a later time during the validity of your certificate. Destinations and travel times are subject to availability and confirmed on a first come, first served basis.

Please note: there may be local fees and taxes involved and will be confirmed at time of booking. When you're searching for your resort and dates please note all supplemental information provided by the location to see if there are any locally paid taxes or fees. These are beyond our control and must be paid by the guest at time of check-in or check-out.

How old do I have to be to book a vacation?

The person booking the travel must be at least 21 years of age or older. The resort or property manager may otherwise refuse access to the reserved accommodation.

Can I gift my S365 Reward Trip?

The Primary or Secondary person on the Surge365 account must be the one checking in for the accommodations. We believe that it's unacceptable for our Surge365 Family to be part of the unused vacation days statistics. The health benefits associated with vacations alone are indisputable, and it's time to reverse this depressing trend. Our solution? Making annual vacations a way of life for all our members. That is why we do not allow you to gift or give your S365 Reward Trip away to someone else.

Do you offer all-inclusive resorts?

Yes, we do. All all-inclusive resorts are identified within the search.

How much and where do I pay the All Inclusive fees?

All Inclusive fees and information are displayed on the Resort Information page and again in the Payment Information section of the Booking page. All Inclusive fees are paid to the resort at the time of check-in.

Will taxes or other fees be charged to my account at the resort?

Additional fees for housekeeping, amenities and deposits may apply and will vary by resort, these fees will be charged at time of check-in. Please refer to the current "resort news" or on your confirmation email where these will be clearly stated.

Do I have to stay all 7 nights?

Most of the resort accommodations price options are for 7-night stays, except for Short Stays, which are typically available for 3- or 4-night stays. However, you don't have to stay all 7 nights. You can choose to check-in a few days late or check-out a few days early. Simply contact the resort in advance to notify them of your desired schedule changes. Although the price won't change and you will still be paying for the full week, it is still a fantastic deal!

Do I have to book from weekend to weekend, or can I choose a mid-week day to begin my vacation?

All check in days will vary by property, please refer to the search results on website that clearly state the available check in days for your chosen resort and destination.

Are pets allowed?

For the most part, pets are not allowed on property. However, a select few resort condo rentals do allow pets for an additional fee. Please contact the resort to check on their pet policy before bringing any pets with you.

What is the "Know Before You Go" information and why is it so important?

The "Know Before You Go" information is there to help guide you to enable you to choose the best resort suitable to your holiday requirements. This advises of any resort updates (for example construction work and pool closures), charges and rules for that particular property (for example minimum age requirement, local fees payable and checking in and out times). We ask that all "Know Before You Go" information is read and understood to avoid disappointment and surprises at check in and during your stay.

Can I add more people to those specified on my reservation?

Yes, as long as you don't exceed maximum occupancy level for your condo. Should your total number in your party exceed the allowable size please contact your customer service representative to see if a larger or second condo is available to accommodate you.

Can I change the travel dates specified on my reservation?

No, all reservations are final and cannot be changed.

What are the different apartment sizes available?

Hotel Unit / Studio – A room that does not have a separate bedroom area, usually these room types typically sleep a maximum of 2 to 4 people.

1, 2 or 3+ Bedrooms – Rooms with greater capacity, where they can sleep between 4 to 8 people.