

## I. General

### 1. How do I become a member?

Simply go to our website and click on 'join us'. Take a look at the different Membership tiers we have on offer and choose the most suitable one for you, then sign up to start enjoying our amazing benefits! It is THAT simple and fast – it only takes a couple of minutes!

### 2. What kind of Memberships does Truvvi Lifestyle offer?

Truvvi Lifestyle has 3 different Membership tiers: Essentials, Concierge, and Premier. Our Membership tiers are designed to help you save money and time while planning your next trip. If you want to explore restaurants and experiences in the UK, you can always add the UK Bonus Pack option. Go to [truvvilifestyle.com.au](http://truvvilifestyle.com.au) / [truvvilifestyle.co.nz](http://truvvilifestyle.co.nz) to learn more about the different Membership tiers and their benefits.

### 3. Is Truvvi Lifestyle available to business customers?

No, Truvvi Lifestyle is a members-only service designed exclusively for individual customers.

### 4. Can I add the UK Bonus Pack if I don't live in the UK?

Of course you can! If you travel to or happen to be in the UK, you can take full advantage of the UK Bonus Pack.

### 5. I did not receive my welcome email. What should I do?

If you have not received your welcome email after 24 hours, please contact our customer service department by clicking on the chat icon visible on the bottom right of your screen on [truvvilifestyle.com.au](http://truvvilifestyle.com.au) / [truvvilifestyle.co.nz](http://truvvilifestyle.co.nz). If you can log in to our exclusive Booking Platform [travel.truvvilifestyle.com](http://travel.truvvilifestyle.com), that means you have successfully signed up.

### 6. I just signed up. Do I need to wait to start booking my next adventure?

In most cases, access to the Travel Platform is instantaneous after your successful sign up, however, as best practice we suggest trying your access after 10-15 minutes.

## II. Benefits

### 1. What is the difference between the memberships you offer?

The difference between our Membership tiers lies in the extent of benefits they cover. You can check and compare all these benefits on our website [truvvilifestyle.com.au](http://truvvilifestyle.com.au) / [truvvilifestyle.co.nz](http://truvvilifestyle.co.nz).

### 2. What kind of experiences can I book and enjoy?

Truvvi Lifestyle offers a wide variety of popular and exclusive activities. All you need to do is sign up and visit our Booking Platform [travel.truvvilifestyle.com](http://travel.truvvilifestyle.com) where you will find lots of experiences to choose from, such as excursions, shows, tours, visits, admissions, transfers etc.

### 3. What is a Timeshare Vacation?

Timeshare rentals are condo-style units at resorts that Timeshare owners rent to other individuals, rather than use for themselves. Timeshare rentals are the only way to get access to resort accommodations and amenities at our amazing Truvvi Lifestyle prices. All Members have access to holiday homes in a range of categories including cottages, villas, ski chalets and holiday apartments. With a private holiday rental, you can easily accommodate the whole family, enjoy a romantic retreat tucked away from the world, walk out onto the beach for a long day in the sun and so much more. Please note that the private holiday rentals are available for periods of 7 nights, depending on the location and availability. Separate bookings are possible if you want to stay longer!

#### 4. What is the Best Price Promise benefit?

We promise you that our rates are lower or at parity with publicly available rates.

If you can find a lower price from another website with the same hotel or cruise for the same itinerary and under the same conditions, we will match it or beat it. And if we can't, we'll refund you 110% of the difference. No credits, no vouchers, we pay you back!

#### 5. What kind of Flight Accident Insurance do you offer?

All ticket holders that have booked through Truvvi Lifestyle on the Premier Plan will benefit from complimentary Flight Accident Insurance! If you have booked your flight ticket on our exclusive Booking Platform, you will benefit from US\$200K flight accident insurance for death and dismemberment. As the ticket holder, you are covered in case of accidental loss of life, limbs, or sight during the flight for which your ticket was issued. More details are available under the benefits section of our Travel Platform [travel.truvvilifestyle.com](https://travel.truvvilifestyle.com).

#### 6. What is Private Medi-Jet Service?

Private Medi-Jet Service is a world-class medical transport and comprehensive medical solution. Medi-Jet Service assures you receive seamless access to the highest level of care upon qualifying medical emergency. More details are available under the benefits section of our Travel Platform [travel.truvvilifestyle.com](https://travel.truvvilifestyle.com).

#### 7. What are Members-Only Tailored Offers?

Members-Only Tailored Offers are special offers sent to you based on your profile and travel preferences.

#### 8. What are Hotel Credits?

Hotel Credits allow the final payment towards the discounted hotel bookings to be further reduced. They are allocated to each Member based on the Membership tier you are on.

#### 9. Where can I see my Hotel Credits balance?

You just need to log into your account and once in our exclusive Booking Platform [travel.truvvilifestyle.com](https://travel.truvvilifestyle.com) your dashboard will show you your balance.

#### 10. Is there a limit on the Hotel Credits that I can use per hotel reservation?

Yes, the amount of credits you can use depends on the hotel reservation based on Supply & Demand. Also, some hotels require you to collect payment directly during the check-in, which means you cannot use credits for hotels that require this.

Each hotel lists the number of credits you can use, so you see this information before you book your hotel. No surprises!

#### 11. Will my Hotel Credits expire?

Hotel credits are valid for 24 months from the date they are issued.

#### 12. Can I use my Hotel Credits to help reduce the price of a flight, a cruise, or other bookings?

No, you can only use Hotel Credits to help further reduce the already discounted price of your Hotel Bookings with Truvvi Lifestyle.

#### 13. What is Tele-Med Doctor Access?

As a Truvvi Lifestyle Member, you have full access to a doctor via telemedicine (unlimited for Premier). You have the security of 24/7 access to a fully certified and licensed doctor available at any time while you are travelling. More details are available under the benefits section of our travel platform.

## 14. What is the Personal Travel Agent?

As a Concierge or Premier Member, you have an assigned Personal Travel Agent at your disposal. Your Personal Travel Agent will help you find the best airline itinerary, manage specific meals requirements, find the ideal hotel that fits your budget, arrange for car hire or even activities! You will receive an email from your Personal Travel Agent with their contact information a few days after you sign up as a Concierge or Premier Member.

## 15. What is VIP Airport Lounge access?

Truvvi Lifestyle Membership gives you access to over 1300 lounges in more than 600 cities across 148 countries, regardless of the airline or class of travel. During their visit, Truvvi Lifestyle Members will be offered free beverages, Wi-Fi, and many other exclusive amenities. No more waiting in a crowded, noisy gate with uncomfortable plastic chairs and no power outlets!

## 16. Can I bring a guest to the VIP Airport Lounge?

Yes, of course! Guests may be subject to an admission fee at the time of use. Most lounges will allow any number of guests, but some lounges may apply guest limits.

## 17. Can I take children in for free to the VIP Airport Lounge?

Many lounges will allow children entry at the prevailing guest rate. However, please visit the lounge finder for more information regarding the policy within a particular lounge. You can do this once you have activated your VIP Airport Lounge benefit in the relevant section of our travel platform.

## 18. What is VIP Concierge Service?

As a Concierge or Premier Member, you will have a 24/7 Concierge desk for non-travel related matters such as restaurant reservations, tickets to concerts, shows, and other experiences. As a Truvvi Lifestyle Member, you will not be charged for the time the concierge spends on research.

## 19. What is Fast Pass Passport and Visa service?

As a Premier Member, you have access to Expedited Services for passports and visas. You will enjoy special members-only pricing on international travel documentation services provided by the global leader in professional travel documentation services. This benefit covers a wide range of services: passport applications, visas, the latest and accurate information including recommendations for your destination, and local services, such as travel documentation managed by a team of experts in the local language and with local expertise.

More details are available under the benefits section of our Travel Platform [travel.truvvilifestyle.com](https://travel.truvvilifestyle.com).

## 20. What does Legal Representation Abroad mean?

As a Premier Member, you have access to a free initial 1-hour consultation and discounted subsequent service 20-30% when travelling abroad.

## 21. Can I book flights/hotels/experiences for family members?

Yes, you can book flights, hotels, and experiences for immediate family under your same household.

## 22. Can my family members benefit from Truvvi Lifestyle benefits?

No, the benefits are personal and only available to the Truvvi Lifestyle Member. However, your family members automatically benefit from the savings, and that all flight tickets booked through our platform on the Premier Plan include complimentary Flight Accident Insurance.

## 23. What are the Virgin Experience Days (UK Bonus Pack)?

Virgin Experience Days is the market leader in gift experiences in the UK. Virgin Experience Days offers consumers unique, personal, and exciting gift options. With a wide range of experiences from classics like track days, flying lessons and spas, to new trends such as learning new arts and crafts skills, Virgin Experience Days retails all the latest and greatest experiences in one place. With Truvvi Lifestyle you have access to unique experiences and activities with 15% discount on all Virgin Experience Days.

## 24. What is the Taste Card (UK Bonus Pack)?

You can get 2 for 1 meals or 50% off food at thousands of restaurants in the UK. With discounts from popular brands and local hidden gems, you'll be spoiled for choice.

## III. Membership

### 1. How can I update my payment method?

To change your payment method just log in to My Truvvi via [truvvilifestyle.com.au](http://truvvilifestyle.com.au) / [truvvilifestyle.co.nz](http://truvvilifestyle.co.nz).

### 2. How can I update my personal details?

To update your personal information, log in to My Truvvi via [truvvilifestyle.com.au](http://truvvilifestyle.com.au) / [truvvilifestyle.co.nz](http://truvvilifestyle.co.nz). Here you can update all your personal information such as address, contact email, password.

### 3. How can I contact Truvvi Lifestyle member support?

Our Truvvi Lifestyle Member support is here to help you! Just go to [truvvilifestyle.com.au](http://truvvilifestyle.com.au) / [truvvilifestyle.co.nz](http://truvvilifestyle.co.nz) and chat with us for any Membership related question!

### 4. Can I upgrade my Membership tier?

Yes, of course! You can do it via Self Care. Simply log in to My Truvvi via [truvvilifestyle.com.au](http://truvvilifestyle.com.au) / [truvvilifestyle.co.nz](http://truvvilifestyle.co.nz) and upgrade your membership level.

### 5. I have a question regarding my bookings, how can I contact you?

Log in to our Travel Platform [travel.truvvilifestyle.com](http://travel.truvvilifestyle.com) and here you can chat with us for all your bookings and benefits questions.

### 6. What are the opening hours of the Membership Support and Travel Support?

#### Truvvi Lifestyle Membership Support:

Available Mondays to Fridays from 9am to 6pm (AEST/AEDT)

Chat via: [truvvilifestyle.com.au](http://truvvilifestyle.com.au) / [truvvilifestyle.co.nz](http://truvvilifestyle.co.nz)

#### Lifestyle Travel & Booking Support:

Available 24/7!

Chat via [travel.truvvilifestyle.com](http://travel.truvvilifestyle.com)

Or call: AU : +61 (2) 99725888 - NZ : +64 (9) 8868989

### 7. How can I retrieve my password?

If you have forgotten your password, just click on RESET YOUR PASSWORD option under the Log in button and follow the instructions shown on the screen.

## 8. Can I change the email address I signed up with?

Yes, if you want to change your contact email address, you can do it by logging in to your selfcare section.

## IV. Payment & Other

### 1. What Payment Methods do you accept?

We accept all Credit and Debit cards as payment method.

### 2. Is my payment method saved for booking purposes?

No, the payment method you used to sign up as a member is not saved for your bookings and reservations made on the Booking Platform.

### 3. My payment was declined. What should I do?

If your payment was declined, you need to update your billing information to reactivate your account. Simply log in to My Truvvi via [truvvilifestyle.com.au](http://truvvilifestyle.com.au) / [truvvilifestyle.co.nz](http://truvvilifestyle.co.nz) and update your payment information.

### 4. How can I cancel my membership?

You have up to 14 days (cooling off period) from the moment you sign up to cancel your membership, provided that you have not purchased any product or service from the Booking Platform or enjoyed any of the Benefits yet. Contact our Truvvi Lifestyle Membership Support via chat if you are still in your cooling off period to process your revocation.

Please note that by cancelling your Membership you will lose all your benefits and Hotel Credits.

### 5. What will happen to my upcoming bookings if I cancel my membership?

Upcoming bookings will be preserved, and the service rendered upon them if needed. Any benefits that entail Membership will be terminated (for example, the VIP Airport Lounge access).

If you are willing to cancel and lose all your benefits, we strongly recommend you to only cancel your Membership after your last booking takes place.

### 6. I tried to join Truvvi Lifestyle, but my first payment was declined. How can I pay again?

It's simple. Just sign up again using the same email address you have entered the first time and pay, and your account will become active.