



B E L L A   G R A C E

## **CROATIA ELITE GETAWAY FAQS**

**Q: WHAT ARE THE TRAVEL DATES OF THE CROATIA ELITE GETAWAY?**

**A:** The Croatia Elite Getaway will take place September 23 - 28, 2026.

**Q: WHO IS ELIGIBLE FOR THE CROATIA ELITE GETAWAY?**

**A:** Ambassadors in the United States, Canada, Australia, and Europe who are in good standing may participate in the qualification period and attend the Bella Grace Elite Getaway if all required qualifications are achieved.

**Q: WHAT IS THE QUALIFICATION PERIOD?**

**A:** January 1 - June 30, 2026.

**Q: IF I EARN THE CROATIA ELITE GETAWAY, WHAT IS INCLUDED?**

**A:**

### **Tier 1**

- Hotel accommodations for two for 5 nights and 6 days.
- Group shuttle transportation to and from the resort on September 23 and September 28, 2026.
- Airfare not included.

### **Tier 2**

- Hotel accommodations for two for 5 nights and 6 days.
- Group shuttle transportation to and from the resort on September 23 and September 28, 2026.
- Airfare reimbursement for two, up to \$700 USD per person.

### **Tier 3**

- Hotel accommodations for two for 5 nights and 6 days.
- Group shuttle transportation to and from the resort on September 23 and September 28, 2026.
- Airfare reimbursement for two, up to \$900 USD per person.
- Upgraded room.

**Q: HOW DO I QUALIFY FOR THE CROATIA ELITE GETAWAY?**

**A:** Below are the requirements to qualify for Tier 1, 2 or 3.

**TIER 1**

| Requirements   | Award   |
|--|---|
| <p><b>Personally Enroll 7 New Ambassadors</b></p> <ul style="list-style-type: none"> <li>• Each must order a \$499+ pack or place orders totaling 250 GV within 30 days of enrollment</li> </ul> <p><b>10 Preferred Customers</b></p> <ul style="list-style-type: none"> <li>• Each with a 40 GV subscription for 2 months during the qualification period</li> </ul> <p><b>Group Enrollment 14 New Ambassadors</b></p> <ul style="list-style-type: none"> <li>• Each must order a \$499+ pack or place orders totaling 250 GV within 30 days of enrollment</li> </ul> <p><b>25 Preferred Customers</b></p> <ul style="list-style-type: none"> <li>• Each with a 40 GV subscription for 2 months during the qualification period</li> </ul> <p><b>Cumulative Enrollment Tree Volume:</b><br/>Up to Silver: 20,000 GV<br/>Gold + : 35,000 GV</p> <p><b>Rank:</b> Achieve Silver 2 out of 6 months</p> | <ul style="list-style-type: none"> <li>• 5 nights/6 days for 2</li> <li>• Group shuttle transportation</li> <li>• Airfare not included</li> </ul> |

TIER 2

| Requirements   | Award  |
|--|--|
| <p><b>Personally Enroll 9 Ambassadors</b></p> <ul style="list-style-type: none"> <li>• Each must order a \$499+ pack or place orders totaling 250 GV within 30 days of enrollment</li> </ul> <p><b>15 Preferred Customers</b></p> <ul style="list-style-type: none"> <li>• Each with a 40 GV subscription for 2 months during the qualification period</li> </ul> <p><b>Group Enrollment 18 Ambassadors</b></p> <ul style="list-style-type: none"> <li>• Each must order a \$499+ pack or place orders totaling 250 GV within 30 days of enrollment</li> </ul> | <ul style="list-style-type: none"> <li>• 5 nights/6 days for 2</li> <li>• Group shuttle transportation</li> <li>• Up To \$700 Airfare for 2</li> </ul> |

|  |  |
|--|--|
| <p><b>30 Preferred Customers</b></p> <ul style="list-style-type: none"> <li>• Each with a 40 GV subscription for 2 months during the qualification period</li> </ul> <p><b>Cumulative Enrollment Volume:</b></p> <ul style="list-style-type: none"> <li>- Up to Silver: 30,000 GV</li> <li>- Gold + : 45,000 GV</li> <li>-</li> </ul> <p><b>Rank:</b> Achieve Gold 1 out of 6 months</p> |  |
|--|--|

### TIER 3

| Requirements   | Award   |
|--|---|
| <p><b>Personally Enroll</b></p> <p><b>12 New Ambassadors</b></p> <ul style="list-style-type: none"> <li>• Each must order a \$499+ pack or place orders totaling 250 GV within 30 days of enrollment</li> </ul> <p><b>20 Preferred Customers</b></p> <ul style="list-style-type: none"> <li>• Each with a 40 GV subscription for 2 months during the qualification period</li> </ul> <p><b>Group Enrollment</b></p> <p><b>24 New Ambassadors</b></p> <ul style="list-style-type: none"> <li>• Each must order a \$499+ pack or place orders totaling 250 GV within 30 days of enrollment</li> </ul> <p><b>40 Preferred Customers</b></p> <ul style="list-style-type: none"> <li>• Each with a 40 GV subscription for 2 months during the qualification period</li> </ul> <p><b>Cumulative Enrollment Volume:</b></p> <p>All ranks: 75,000 GV</p> <p><b>Rank:</b> Achieve Pearl 1 out of 6 months</p> | <ul style="list-style-type: none"> <li>• 5 nights/6 days for 2</li> <li>• Group shuttle transportation</li> <li>• Up To \$900 Airfare for 2</li> <li>• Upgraded room</li> </ul> |

### NEW AMBASSADOR GV INCENTIVE

New Ambassadors who purchase a \$1299+ USD Pack at the time of enrollment will receive 500 GV towards the cumulative Enrollment Tree Volume for the Croatia Elite Getaway Qualifications.

Q: WHAT CONSTITUTES A “NEW” AMBASSADOR?

A: A “New” Ambassador is anyone who enrolls or upgrades to Ambassador status and has not held Ambassador status within the previous 90 days.

Q: IF AN AMBASSADOR DOWNGRADES TO A CUSTOMER OR INFLUENCER AND THEN UPGRADES BACK TO AN AMBASSADOR WITHIN LESS THAN 90 DAYS, WILL THEY COUNT AS NEW?

A: No. They cannot have been an Ambassador for 90 days.

Q: TO COUNT AS A NEW AMBASSADOR WHAT DO THEY HAVE TO DO?

A: They must purchase a \$499+USD pack or place an order(s) that totals 250 GV within thirty (30) days of enrollment. If a new Ambassador does not achieve these two things within 30 days, they will not count towards the new Ambassador requirement.

Q: WILL CUSTOMERS OR INFLUENCERS WHO UPGRADE TO AMBASSADOR COUNT AS A NEW AMBASSADOR?

A: Yes. If a Customer or Influencer upgrades to an Ambassador and purchases a \$499+ USD pack or places an order(s) that totals 250 GV within thirty (30) days of enrollment, they will count as a “new” Ambassador.

Q: WILL THE GV FROM ORDERS OR PACKS PLACED PREVIOUS BY CUSTOMERS AND INFLUENCERS PRIOR TO THE UPGRADE COUNT TOWARDS THE REQUIREMENTS?

A: Any orders they placed previous to the upgrade will count towards the weekly Enrollment Tree Volume, but will not count towards the requirements to be a “new” Ambassador. They must place an order(s) that equal to 250 GV or purchase a \$499+ Pack within 30 days of upgrade.

Q: WHAT IF A NEW AMBASSADOR PURCHASES A \$1299+ USD PACK AT THE TIME OF ENROLLMENT?

A: If a new Ambassador purchases a \$1,299+ USD Pack at the time of enrollment, they will receive 500 GV toward the GV requirement. A \$1,299+ USD Pack purchased after enrollment will not count and the 500 GV will be forfeited.

Q: WHAT ARE PREFERRED CUSTOMERS, AND HOW DO THEY COUNT TOWARDS THE QUALIFICATION?

A: Preferred Customers are Customers who have an active subscription. To count towards the Getaway qualification, Preferred Customers must have a subscription shipped with a minimum of 40 GV for two months during the qualification period.

Q: DO PREFERRED CUSTOMERS HAVE TO BE NEW?

A: No. They can be existing Preferred Customers with a 40 GV subscription for two months.

Q: DOES A PREFERRED CUSTOMER NEED TO HAVE A SUBSCRIPTION FOR TWO CONSECUTIVE MONTHS?

A: No. The subscription simply needs to ship two times during the qualification period; the shipments do not need to be consecutive.

Q: WHAT IF A PREFERRED CUSTOMER RETURNS A SUBSCRIPTION ORDER?

A: A Preferred Customer will count toward qualification as long as they have two subscription orders that are shipped and not returned. If a Preferred Customer has only two subscription orders and one of those orders is returned, they will no longer count toward the Preferred Customer qualification.

Q: WHAT IF MY PREFERRED CUSTOMER UPGRADES TO AN AMBASSADOR DURING THE QUALIFICATION PERIOD, WILL THEY COUNT AS A NEW AMBASSADOR AND A PREFERRED CUSTOMER?

A: No. Preferred Customers who upgrade to an Ambassador during the qualification period will no longer count as a Preferred Customer.

Q: HOW DO THE GROUP ENROLLMENT REQUIREMENTS WORK?

A: Your Group Enrollment requirement includes your personally enrolled requirements, plus any new Ambassadors or Preferred Customers enrolled anywhere within your Enrollment Tree.

Q: HOW IS THE CUMULATIVE ENROLLMENT TREE VOLUME CALCULATED?

A: Each week, the GV generated within your Enrollment Tree is added together to calculate your cumulative total. The GV requirement you must meet is based on your highest paid-as rank achieved since June 2025.

For example, if your highest paid-as rank since June 2025 was Gold (achieved in November 2025), you will be required to meet the Gold+ GV requirements Tier 1 and Tier 2.

Q: HOW IS THE SILVER RANK REQUIREMENT FOR TIER 1 CALCULATED?

A: To meet the Silver rank requirement, you must achieve the Silver qualifications (3,000 Enrollment Tree GV and an active Ambassador on both your right and left legs) for any two months during the qualification period.

For example, if you meet the Silver requirements in February and again in April, you will have satisfied this requirement.

Q: HOW IS THE CUMULATIVE ENROLLMENT TREE VOLUME CALCULATED?

A: Your total cumulative enrollment tree volume is the total weekly enrollment tree volume generated during the qualification period.

Q: WHAT IS THE \$150 DEPOSIT AND WHEN DO I HAVE TO PAY IT?

A: Once you qualify for the Croatia Elite Getaway, you must pay a \$150 USD refundable deposit. The deposit will reserve your room with the hotel. The deposit will be refunded to you after you have attended the Getaway less transaction fees. If you do not attend the Getaway, the \$150 will be applied toward expenses the company incurs for reserving your room, etc., and will not be refunded to you.

Q: WHEN WILL I BE REFUNDED THE \$150 USD DEPOSIT?

A: If you attend the Getaway you will be refunded the deposit after the event. If you do not attend the Getaway, you will not be refunded the \$150 USD

Q: WHAT IF I PAY MY \$150 DEPOSIT AND THEN NEED TO CANCEL?

A: If you need to cancel, please email [bgevents@bellagraceglobal.com](mailto:bgevents@bellagraceglobal.com) and let the Events Team know you cannot attend. If you cannot attend the Getaway, the \$150 USD will be applied toward expenses the company incurs to reserve your room, etc., and will not be refunded.

Q: WHEN DO I NEED TO REGISTER BY TO SECURE MY SPOT ON THIS GETAWAY?

A: There are limited rooms for this exclusive Elite Getaway. You must register to secure your room. If you qualify for this Getaway but do not register for the Getaway before the rooms are gone, you will not be able to attend the Getaway.

Q: IF I QUALIFY FOR TIER 2 or 3, WHICH PROVIDES UP TO \$700 USD AND \$900 USD AIRFARE REIMBURSEMENT, WHEN WILL I RECEIVE THE AIRFARE REIMBURSEMENT?

A: To receive the airfare reimbursement, the Ambassador who earned the Getaway must submit a copy of the airline receipt(s) that shows the following:

- Date of flight
- Person(s) flying
- Amount paid for each ticket

The airline receipt must be emailed to [bgevents@bellagraceglobal.com](mailto:bgevents@bellagraceglobal.com). You will see a credit of up to \$700 USD or up to \$900 USD in your eWallet per airplane ticket once you submit your flight receipt(s) and after the Croatia Elite Getaway is over.

Note: Travel credits or airline miles are not reimbursable. Any airline tickets purchased by Ambassadors who do not attend the Getaway will not be accepted for reimbursement.

Q: WHAT IF MY FLIGHT IS LESS THAN \$700 USD or \$900 USD? WILL I RECEIVE THE FULL \$700 USD or \$900 USD?

A: No. We will reimburse you up to \$700 USD or \$900 USD per flight.

For example, if you qualified for Tier 2 and your flight costs you \$650 USD per flight, we will reimburse you \$650 USD for each flight, for a total of \$1,300 USD. If each flight is \$800 USD per person, you will receive \$700 USD per person, for a total of \$1,400 USD. This same rule applies to Tier 3 qualifiers

Q: IF I USE FLIGHT CREDITS, WILL BELLA GRACE REIMBURSE ME FOR WHAT THE FLIGHT WOULD HAVE COST?

A: No. Bella Grace will not reimburse Ambassadors who use flight credits to pay for their flights to the Croatia Elite Getaway.

Q: IS TRANSPORTATION FROM THE AIRPORT IN CROATIA TO THE HOTEL PROVIDED?

A: Yes. Group shuttle transfers round trip from the airport to the hotel are included for Getaway-earners who arrive on September 23, 2026, and depart on September 28, 2026. If you elect to come outside these dates, you must arrange your transportation. Bella Grace will not reimburse Ambassadors who arrange their transportation.

Q: WHAT IS NEEDED FOR ME TO RECEIVE GROUP SHUTTLE TRANSFERS TO AND FROM THE HOTEL?

A: To receive transportation, you must provide a copy of your flight schedule to [BGEvents@BellaGraceGlobal.com](mailto:BGEvents@BellaGraceGlobal.com) by August 21, 2026. If we do not receive a copy of your flights by the due date, you will be responsible for arranging and paying for your transportation to and from the resort.

Q: CAN I COME IN EARLY OR STAY A FEW EXTRA DAYS IF I EARN THE GETAWAY?

A: We're working closely with the hotel to see if adding additional nights is possible. Contact [BGEvents@bellagraceglobal.com](mailto:BGEvents@bellagraceglobal.com)

Q: MAY I BRING A GUEST?

A: Yes. An Ambassador who earns the Getaway may bring a spouse/partner or any guest who is 18 years or older at the time of travel.

Q: WHEN DO I NEED TO PROVIDE THE NAME OF MY GUEST?

A: Preferably, include the name of your guest at the time you register. However, if you do not have it at the time of registration, the last date to provide your guest's name and information is August 21, 2026. If you do not provide your guest's name by August 21, 2026, you will not be able to bring a guest with you.

Q: MAY I BRING MY CHILDREN?

A: No. Children are not allowed.

Q: DO I NEED A PASSPORT TO ENTER CROATIA?

A: Yes. You will need a passport to enter Croatia. Here is a government link about what is required to obtain a passport, how to renew an expired passport, and any additional passport questions you may have,

<https://travel.state.gov/content/travel/en/passports/need-passport.html>

Q: IF I DIDN'T EARN THE CROATIA ELITE GETAWAY, CAN I BUY A SPOT?

A: No. Only Ambassadors who have met the qualifications can attend the Getaway.

Q: WHAT IS NOT INCLUDED IN THE GETAWAY?

A: The following are not included:

- Meals while at the hotel.
- Meals and incidental expenses while in transit.
- Incidental travel expenses.
- Parking or transportation to the originating airport.
- Childcare/sitters.
- Baggage fees, change fees, premium, or assigned seating costs.
- Costs associated with travel delays, missed connections, weather events, or other disruptions in travel.
- Trip insurance.
- Passport
- Permits
- Any other expenses incurred at the resort that are outside of what is included in the all-inclusive amenities provided by the resort.

Q: IF I EARN THE GETAWAY BUT CAN'T GO, MAY I RECEIVE A SUBSTITUTE REWARD OR ALLOW SOMEONE TO GO IN MY PLACE?

A: No. Only the Ambassador who earned the Getaway may participate. If the earner is not able to attend, they cannot give their award to another person. No substitutions or cash equivalents will be awarded.

Q: AM I RESPONSIBLE FOR INCOME TAX ATTRIBUTABLE FOR THIS GETAWAY?

A: Qualifiers attending the Getaway will be responsible for income taxes attributable to the noncash compensation as a result of Bella Grace paying for this incentive Getaway and other noncash awards. Ambassadors who earn the Getaway will receive a 1099 form from Bella Grace Global in early 2027 for 2026 tax purposes.